

Senior Admissions and Records Specialist (Two (2) or
More Positions)
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=229476>

Downloaded On: May. 9, 2024 1:08pm

Posted Jan. 25, 2024, set to expire May 26, 2024

Job Title	Senior Admissions and Records Specialist (Two (2) or More Positions)
Department	Enrollment Services
Institution	South Orange County Community College District South Orange County Community College District, California
Date Posted	Jan. 25, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Admissions/Student Records/Registrar
Job Website	https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Irvine-Valley-College/Senior-Admissions-and-Records-Specialist_REQ11601

Apply By Email

Job Description

Title:Senior Admissions and Records Specialist (Two (2) or More Positions)

Job Category:CSEA

Job Opening Date:January 24, 2024

Job Closing Date:

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Location:Irvine Valley College

Work Location:Irvine, CA

Department:Enrollment Services

Pay Grade, for more information click on this link:

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

Pay Rate Type:Monthly

Work Days:Monday - Friday

Work Hours:Mon - Thu - 9:00am - 6:00pm and Fri - 8:00am - 4:30pm (Schedule and Shift are subject to change in accordance with the departments needs.)

Hours Per Week:40

Percentage of Employment:100%

Months of Employment:12

Salary:Starting at \$5,526 per month

Required Documents:

Resume and Cover Letter

Job Description:

C.S.E.A. Classified Bargaining Unit Salary Range 126

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Initial Screening Date: February 6, 2024

Required Documents: Resume and Cover Letter

Applications missing the required documents will not be considered.

SUMMARY DESCRIPTION

Under direction from assigned supervisory or management staff, performs a variety of advanced level technical duties in support of Admissions and Records program activities including evaluation of residency applications or serving as regular lead during registration; prepares a variety of records and reports; and responds to difficult questions and requests for information from students, staff, and the general public received by phone, electronically, or in-person.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Admissions and Records Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including evaluating residency applications and serving as regular lead during registration. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide information, customer service, and technical assistance to students, staff, and the public regarding admissions, registration and records maintenance policies and procedures; instruct students on correct procedures for the completion of forms, applications and processes; explain applications, requirements and restrictions.

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2. Evaluate and verify integrity of residency status and validate residency reclassifications requests according to state and federal laws and District policies; advise and assist students through the reclassification process.
3. Review and determine residency for tuition purposes and eligibility for attendance; compile residency data; maintain computerized database for residence statistics; prepares and provides statistical reports.
4. Assist faculty with class rosters, reinstatements; generate permission codes, and provide information regarding online grading and dropping courses; assist instructors and department heads with processing grades, drop reports, positive attendance, and grade changes; process grade rosters and make corrections to grade entries; assist faculty in entering positive attendance, and correct as needed.
5. Lead, plan, train, schedule, and review the work of staff responsible for registration procedures; participate in performing the most complex work of the unit including analyzing and troubleshooting complex registration problems and recommending/taking effective course of action; responsible for the opening, hours of operation, and closing of the front office, phone service, and online support services on a daily basis.
6. Oversee daily counter operations as assigned; register new and continuing students; assist students having difficulty using the automated registration systems; make enrollment changes for students; review student records to validate identity for identification card creation; evaluate and analyze student accounting statements and problems; work with Bursar's Office to correct statements as necessary; work with Financial Aid Office in recalculating student fees; maintain and manage printed and electronic forms necessary for the operations of the counter.
7. Process incoming and outgoing transcript requests; print and mail transcripts; maintain records of transcript requests and mailings.
8. Research, follow-up on, and make recommendations/decisions pertaining to student petitions and related matters; update approved changes to student records including enrollments, data changes, transcript notations, duplicate ID merges, etc.; correspond with students regarding issues; evaluate for eligibility and processes AB540's and unit overload petitions.
9. Manage admissions application queue regularly; review enrollment reports for data integrity; recommend actions based on report findings.
10. Prepare written confirmations of student enrollment, GPA or degree earned; update student data on the student national clearinghouse service; prepare official documents for medical and insurance services, subsidized housing, childcare services, scholarship programs, employment or job promotion, or to defer or delay loan payments.
11. Verify eligibility and credit attained for credit by exam, advanced placement or other approved assessment of credits; enter approved credit by exam credits, AP scores, or other approved

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assessment of credits to transcripts.

12. Provide outreach to high schools. Make oral presentations to a variety of groups and organizations both on and off campus. Lead the admission and registration activities of on- and off-campus programs and support services.

13. Communicate in person, electronically, or on the telephone with students, faculty, staff and the public to explain and assist with fees, student records, enrollment, registration procedures for telephone or on-line systems, final grading, instructor rosters (hard copy or online), train and assist faculty and staff in the use of final grades systems; and notify students and faculty of outstanding materials in accordance with District, state and federal rules, regulations, policies and procedures; prepare various batch communications such as mail merges, nudges, or other methods of communication.

14. Process and maintain student records including address, telephone or other changes; update student database and verify accuracy; notify students and file documentation; update enrollments and records individually or in using batch functions.

15. Review and process K-12 student forms and applications according to state and District regulations, review and determines residency for tuition purposes and eligibility for attendance; coordinates and supports high school contacts in K-12 process.

16. Maintain appropriate documentation and records; compile and maintain copies of appropriate information; enter information into appropriate database. Operate a variety of office machines including a computer and related software. Utilize document imaging equipment to scan/index applications, transcripts, registration forms and a variety of support documentation.

17. Compute statistical data; compile and prepare various reports and lists.

18. Interview, recommend the hiring of, train and supervise staff and student assistants including during registration process; develop schedules for assigned staff.

19. Prepare procedural manuals and other electronic information databases; update procedural manual with changes made to programs and new office requirements; provide recommendations for changes in operations and procedures.

20. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of an Admissions and Records program area.
- Principles of lead supervision and training.

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- Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the state education code.
- District policies and requirements regarding admissions and records, residency evaluation, appeal resolution, and other general admissions and records requirements.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles, practices, and procedures of record keeping.
- Business letter writing and basic report preparation.
- Methods and standards used in processing College paperwork.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Principles and techniques used in public relations including methods and techniques of proper counter, receptionist, and telephone etiquette.
- Basic mathematical concepts.
- Basic accounting procedures.
- Work organization principles and practices.
- English usage, grammar, spelling, punctuation, and vocabulary sufficient to clearly communicate orally and in writing.

Ability to:

- Understand the organization and operation of the assigned Admissions and Records functional area as necessary to assume assigned responsibilities.
- Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Independently perform the most difficult specialized office support, clerical, and technical duties and activities of a general and specialized nature in support of the assigned Admissions and Records functions.
- Lead, organize, and review the work of assigned staff.
- Evaluate residency status of incoming students.
- Research and evaluate information.
- Analyze problems and identify alternative solutions.
- Exercise initiative and sound judgment in solving difficult and complex administrative and technical problems within established procedural guidelines.
- Develop recommendations for problematic areas and implement and monitor changes.
- Respond to requests and inquiries from students, staff, or the general public; effectively present information in person, electronically or on the telephone to students, staff, or the public.
- Resolve conflicts and deal effectively with people facing various challenges.
- Use sound judgment in recognizing scope of authority.

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- Type or enter data at a speed necessary for successful job performance.
- Maintain electronic filing and record-keeping systems.
- Exercise good judgment in maintaining information, records, and reports.
- Plan and organize work to meet schedules and changing deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized clerical or office related training or course work.

Experience:

Three years of increasingly responsible technical and clerical experience related to admissions and records functions.

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PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least

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minimal environmental controls are in place to assure health and comfort.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.

SPECIAL COVID-19 NOTICE:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.



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PLEASE NOTE:

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

DISABILITY ACCOMODATIONS:

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to hrintodesk@socccd.edu.

ATTENDANCE REQUIREMENT:

Report to work on a regular and consistent basis, as scheduled, to assigned job.

CAMPUS CRIME AND SAFETY AWARENESS:

Information regarding campus crime and safety awareness can be found at www.saddleback.edu or www.ivc.edu. Paper copies are available in the District Human Resources office upon request.



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EEO/AA Policy

DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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