

TEMPORARY Admissions and Records Assistant I
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=234080>

Downloaded On: May. 16, 2024 1:17am

Posted Apr. 3, 2024, set to expire Jul. 22, 2024

Job Title TEMPORARY Admissions and Records Assistant I
Department FCC Student Services
Institution State Center Community College District
Fresno, California

Date Posted Apr. 3, 2024

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Admissions/Student Records/Registrar
Student Services

Apply Online Here <https://apptrkr.com/5147348>

Apply By Email

Job Description

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TEMPORARY Admissions and Records Assistant I

Salary: \$19.22 - \$23.63 Hourly
Location: Fresno City College, CA
Job Type: Temporary
Division: FCC Student Services
Job Number: 202400030-T
Closing:

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General Purpose

Under general supervision, performs general clerical support work including data entry, filing, maintaining physical and electronic records, front counter support and answering phones to support student enrollment, registration and access to records; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Performs general front counter and web-room admissions and records duties; answers questions from and assists current, returning and prospective students with registering, adding or dropping courses, payments and access to official records; distributes and accepts and reviews for completeness and accuracy various forms and petitions; provides information and may verify student eligibility for particular programs, classes or early enrollment; responds to questions and complaints.
- Receives and inputs a variety of student information into computer systems; researches information in computer systems; assists with the preparation of forms and documentation; verifies accuracy of information with third parties.
- Uses a computer and phone system to respond to phone, email and web-based inquiries, explains requirements and deadlines and provides informational services; downloads documentation and enters student data into databases and student records.
- Prepares and compiles packets of materials; receives, opens, sorts and distributes office mail; prepares regular and bulk mailings; scans or copies various documents and materials; duplicates, assembles and distributes packets.
- Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track petitions, files, activities and services.
- Files and maintains student supporting documentation, ensuring the confidentiality of all student documents and records in accordance with the Family Educational Rights and Privacy Act and established District policies and procedures.
- Demonstrates sensitivity to and understanding of historically minoritized groups and participates

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in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

- Provides referrals to on campus and community programs and services.
- Provides backup for other departments or division office administrative support staff.
- Assists with the preparation of rosters and grades for review and upload into student records; assists with the logging and entry of external transcripts.
- May provide work guidance to student workers and seasonal staff.
- Performs related duties as assigned.

Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Standard office practices and procedures, including recordkeeping and filing.
- Customer service practices and telephone etiquette.
- Correct English usage, including spelling, grammar and punctuation.
- Basic policy, procedures, goals and objectives of a college admissions and records department.
- The Family Educational Rights and Privacy Act and other District, state and federal laws, rules, regulations and policies governing student admissions and records.
- Safety policies and safe work practices applicable to the assignment.
- Uses and operations of scanners, phone systems, computers, standard business software, and database and spreadsheet applications.

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Skills and Abilities to:

- Provide customer service in person and over the phone, sometimes to confrontational individuals.
- Learn, interpret, explain and apply District, departmental and administrative policies, procedures and practices.
- Learn and apply the operations and processes of District systems and applications used in the admissions and records function.
- Prepare clear and accurate spreadsheets, data entries and files at an acceptable speed.
- Determine work priorities during peak workload periods, using sound judgment in the application of policies, rules, regulations and standard operating procedures.
- Organize and maintain physical and electronic files.
- Make mathematical calculations.
- Maintain confidentiality of District and student files and records.
- Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Type accurately at a speed necessary to meet the requirements of the position.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student situations.
- Establish and maintain effective working relationships with all those encountered in the course of work.

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EDUCATION AND EXPERIENCE

Graduation from high school or GED equivalent and at least six months of clerical or customer service experience in an office environment involving the use of automated recordkeeping and processing systems; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk, and to stand for long periods at a time; and lift up to 10 pounds and occasionally up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.?

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

WORKING ENVIRONMENT

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The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions subject to frequent public contact and interruption; and intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

Only the most qualified applicants will be invited to interview for the assignment.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4452193/temporary-admissions-and-records-assistant-i>

Contact Information

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

Contact

N/A

State Center Community College District

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