

TITLE: Admissions & Records Specialist

CLASSIFICATION: Classified

SALARY GRADE: C08

SCOPE OF POSITION:

Under general supervision, performs confidential and technical duties related to applications, admissions requirements, residency determination, vaccination compliance, registration, transcripts, enrollment, degree verifications, petitions, and assessment for placement requirements. Uses specialized knowledge of California state law and federal regulations, such as Title 5 Education Code, AB 705, FERPA, and HIPAA to determine student enrollment, program, or academic eligibility and perform enrollment, admissions, or records related tasks. Assists with student, staff, or public inquiries and provides support services.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides enrollment guidance to students and the college community. Advises students and high school counselors of policy or procedural changes. Researches inquiries and resolves issues.
2. Ensures implementation of and compliance with California residency laws and regulations. Analyzes non-residency factors for individual students and necessary documentation to address non-residency status.
3. Determines fees owed by students through the college student information system. Processes credit card payments, collects monies received, issues receipts, requests credits, and posts charges to student accounts. Researches and determines student refunds and reversals. Researches issues related to student application and enrollment fraud.
4. Prepares and verifies batch enrollments for all credit and non-credit programs. Advises faculty and staff on procedures.
5. Processes official transcripts to meet college, university, and agency deadlines, researches archived records and notifies students of request completion. Implements, advises, and explains regulations, policies, and procedures to students.
6. Advises students on placement options and explains assessment results; evaluates, verifies, troubleshoots and processes a variety of assessment results to ensure proper student placement.
7. Determines eligibility for and processes grade changes, and record corrections. Verifies enrollment and degree information and prepares related reports. Analyzes student identification numbers and student records to determine need for merging of duplicate records. Reviews petitions to determine eligibility and resolves issues related to district requirements and regulations. Communicates with faculty regarding petition status and deadlines.
8. Ensures accuracy and completeness of official college documents, such as diplomas and certificates. Creates, orders and distributes documents to eligible students.
9. Compiles data to create workflow reports. Analyzes results, trends, and makes comparisons.
10. May evaluate district academic records to ensure that district and state requirements are met; may research and assist with determining applicability of General Education (CSU-GE) and Intersegmental General Education Transfer Curriculum (IGETC) certification and appropriate transfer courses for matriculation.
11. May supervise and direct the work of student employees.
12. May serve as lead worker to short-term, non-continuing (STNC) employees in the area.

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KNOWLEDGE OF:

1. Principles and practices of data management.
2. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
3. Applicable technology usage, including standard office productivity software and other appropriate technology.

ABILITY TO:

1. Interpret, apply, and communicate the rules, regulations, policies, and procedures of the District's Admissions and Records Office.
2. Analyze and resolve situations accurately and adopt an effective course of action.
3. Maintain confidentiality.
4. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
5. Communicate effectively, both orally and in writing.
6. Exercise appropriate judgement in interactions with others and with work processes.
7. Interact with the public in a helpful, courteous, and professional manner.
8. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Associate degree required.

EXPERIENCE:

1+ year of technical experience, including previous experience in a college office required.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).