

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SENIOR ADMISSIONS & RECORDS TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned administrator, oversee and participate in the preparation, distribution, review, verification and processing of student petitions and grade, temporary, permanent, drop and positive attendance rosters during an evening shift; serve as a technical resource to students and personnel concerning student petitions, grades and instructor rosters, or requests for residency reclassification; maintain related manual and automated student records and files.

DISTINGUISHING CHARACTERISTICS:

The Senior Admissions & Records Technician may oversee office activities during an evening shift. Incumbents work independently in the preparation, distribution, review, verification and processing of student petitions and grade, temporary, permanent, drop and positive attendance rosters. The Senior Admissions & Records Technician may serve as the designated residency specialist during either shift. The Admissions & Records Technician performs a variety of clerical duties involved in the review, verification and processing of student enrollment forms, applications and documents. Incumbents work under general supervision.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Oversee and participate in the preparation, distribution, review, verification and processing of student petitions and grade, temporary, permanent, drop and positive attendance rosters during an evening shift; assist in establishing and maintaining related time lines and priorities; assure related activities and transactions are completed in a proper and timely manner.

Disseminate and verify a variety of forms, applications and paperwork related to student petitions and instructor rosters; research, compile, assemble and verify related information as needed; review returned rosters for accuracy and completeness; notify students of petition resolutions and implement related recommendations.

Serve as a technical resource to students and personnel concerning student petitions, grades and instructor rosters; respond to inquiries and provide detailed and technical information concerning related activities, standards, priorities, time lines, requirements, policies and procedures.

At the request of the student and upon completion of required documents, meet with student to review current non-resident status and determine whether they may be reclassified from non-resident to resident; notify student of determination. Serve as technical resource to others on campus regarding residency-related issues and inquiries.

Prepare and maintain a variety of records, logs and reports related to students, petitions, grades, contracts, rosters, courses, repetitions, credits, advanced placement, adds, packets, drops, no-shows

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and assigned activities; establish and maintain filing systems and instructor grade packets.

Input, scan, update and modify a variety of student, grade and roster information in an assigned computer system; establish and maintain automated records and files; initiate queries and generate a variety of computerized reports, documents and materials; assure accuracy of input and output data.

Process student adds, drops, section changes, grade changes and corrections, substitutions, waivers, Credit By Exams, reinstatements and referrals; receive and respond to special requests from faculty and other departments; refer faculty and staff to other personnel and resources as appropriate.

Assist students and staff with registration, enrollment, residency and various other matters as needed; resolve related issues and conflicts; answer telephones; greet and assist students and other visitors; prepare and distribute a variety of correspondence related to assigned activities.

Monitor and maintain adequate inventory levels of student petition and roster supplies; order supplies as appropriate; prepare, duplicate, assemble and distribute documents, materials and packets; review, modify and make changes to roster and petition materials as needed.

Train and provide work direction and guidance to designated hourly employees; assign employee duties and review work for accuracy, completeness and compliance with established requirements and procedures.

Communicate with students, staff, faculty, administrators and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Participate in a variety of special projects related to assigned activities as required; assist with testing computer system and application operations as directed.

Attend and participate in various meetings as assigned.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Practices, procedures and techniques involved in the processing of student petitions and grade, temporary, permanent, drop and positive attendance rosters, and related forms and applications.

General standards, requirements, practices and procedures related to student adds, drops, section changes, grade changes and corrections, substitutions, waivers, reinstatements and referrals.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Oral and written communication skills.
Basic principles of training and providing work direction.
Record retrieval and storage systems.
Record-keeping, filing and report preparation techniques.
Modern office practices, procedures and equipment.
Methods of collecting and organizing data and information.
Policies and objectives of assigned programs and activities.

ABILITY TO:

Oversee and participate in the preparation, distribution, review, verification and processing of student petitions and grade, temporary, permanent, drop and positive attendance rosters.
Serve as a technical resource concerning student petitions, grades and instructor rosters.
Utilize a computer to input and update data, maintain automated records and files, and generate computerized reports and documents.
Process student adds, drops, section changes, grade changes and corrections, substitutions, waivers, Credit By Exams, reinstatements and referrals.
Assist students and staff with registration, enrollment, residency and various other matters.
Prepare, duplicate, assemble and distribute documents, materials and packets.
Monitor and maintain adequate inventory levels of student petition and roster supplies.
Type or input data at an acceptable rate of speed.
Work independently with little direction.
Meet schedules and time lines.
Compile, assemble, verify and prepare data for records and files.
Complete work with many interruptions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a variety of office equipment including a computer and assigned software.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years increasingly responsible clerical experience working with student record-keeping, enrollment or related functions.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.
Work swing shift or variable hours as assigned.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials.

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Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching to file and retrieve materials.

Reaching overhead, above the shoulders and horizontally.