

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**

CLASS TITLE: **ADMISSIONS & RECORDS
TECHNICIAN**

SALARY TABLE: **29**

SALARY RANGE: **25**

BASIC FUNCTION:

Under the direction of the Admissions & Records Supervisor, perform a variety of clerical duties involved in the review, verification and processing of student enrollment forms, applications and documents; serve as an informational resource to students, personnel and the public concerning student enrollment functions; maintain related student records and files.

DISTINGUISHING CHARACTERISTICS:

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. The Senior Admissions & Records Technician oversees 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.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Receive and process student enrollment forms and applications; review forms and applications to assure accuracy and completeness; verify and compile residency and other student information and complete forms as needed; identify and correct application errors as needed.

Serve as an informational resource to students, staff and the public concerning student enrollment functions; respond to inquiries and provide information concerning related forms, applications, guidelines, requirements, policies and procedures.

Establish and maintain student records and files including enrollment and application information; transfer and purge student files as needed; generate and distribute transcripts and other student records as requested; duplicate and distribute materials as needed; maintain various logs as required.

Review, verify and process online enrollment requests including automated application and related correspondence as assigned; provide students with online enrollment support as needed; process special petitions, drop requests and student address and information changes.

Perform a variety of clerical duties related to assigned functions; answer telephones; greet and assist students and other visitors; prepare and distribute forms, correspondence and other documents as needed; pick up, sort and distribute mail as required; prepare bulk mailings as assigned.

January 2021

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Assist students with completing forms and applications as needed; assist with resolving student application, enrollment and registration issues, conflicts and discrepancies; contact students, other departments and outside agencies to request and verify transcripts and information as needed.

Input enrollment data into an assigned computer system; establish and maintain automated records and files; assure accuracy and completeness of input data; initiate queries and generate computerized reports as required.

Communicate with College personnel, students and various outside agencies to exchange information and resolve issues or concerns.

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

Train and provide work direction and guidance to staff and student workers as directed; assign duties and review work for accuracy and completeness.

Participate in a variety of other assigned activities such as assisting with registration functions, depositing funds, processing grades, maintaining office supply inventory, verifying athletic eligibility, processing subpoena requests and assisting with the photo identification station.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General practices, procedures and techniques involved in the processing of enrollment forms and applications and related student registration activities.

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.

Record-keeping and filing techniques.

Modern office practices, procedures and equipment.

Methods of collecting and organizing data and information.

Data control procedures and data entry operations.

ABILITY TO:

Perform a variety of clerical duties involved in the review, verification and processing of student enrollment forms, applications and documents.

Review forms and applications to assure accuracy and completeness.

Serve as an informational resource to students, staff and the public concerning student enrollment functions and related forms, applications, guidelines, requirements, policies and procedures.

Learn policies and objectives of assigned program and activities.

January 2021

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Establish and maintain student records and files including enrollment and application information.
Utilize a computer to input and update data, and maintain automated records and files.
Perform a variety of clerical duties related to assigned functions.
Type or input data at an acceptable rate of speed.
Understand and follow oral and written instructions.
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 supplemented by college-level course work in business or related field and three years of general clerical or related experience involving statistical and record-keeping and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

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.
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.