

**San Jose/Evergreen Community College District  
Classified Job Description**

**Position:** Admissions & Records Coordinator I

**Department:** Admissions & Records

**Location:** EVC or SJCC

**Date:** 4/8/2008

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**POSITION PURPOSE**

Under direction of the assigned administrator, coordinate, prepare, plan and direct a variety of services and activities involving student registration, admissions and records input and retrieval and maintenance of records; serve in a lead capacity, directing and assisting the Admissions and Records staff.

**DISTINGUISHING CHARACTERISTICS**

This is a lead position in the Admissions and Records Coordinator series. The Admissions and Records Coordinator I leads Admissions and Records staff and administers specialized Admissions and Records programs such as the Veterans program. Level II differs from Level I in the significantly higher level of responsibility and direction expected to be provided by the Level II, as well as the assignment as lead for the evening office hours.

**KEY DUTIES and RESPONSIBILITIES**

1. Assist the supervisor in assigning, directing and coordinating the activities of the Admissions and Records office; act as the lead person in the absence of the supervisor and other Coordinators.
2. Implement suggestions from the supervisor concerning special or new duties and procedures; recommend changes in procedures or forms used; prepare and revise printing orders for a variety of forms used in the office including registration forms and envelopes.
3. Coordinate, plan and organize admission and registration activities; provide support services for special programs and off-campus Admissions and Records operations.
4. Serve as a technical resource and answer difficult inquiries for Admissions and Records staff; communicate with other departments and outside agencies regarding Admissions and Records issues.
5. Troubleshoot difficult and complex questions and situations at the front counter; address and deal with irregular requests for transcripts, emergency callers, faculty requests or security issues.
6. Process and verify information associated with the Veterans certification process; forward Veterans reports to the appropriate agencies.
7. Reconcile cash deposits from daily transactions; process and verify refund requests; maintain related lists and records.
8. Interview, test, hire and train hourly, student and temporary personnel. Assign and direct work of subordinate staff; assist the supervisor with the implementation of disciplinary procedures for temporary and student staff. Ensure and verify the accuracy of work by conducting in-service training and spot-checking.
9. Prepare the work schedule for Admissions and Records staff to meet student services and registration needs and provide clerical coverage. Schedule staff lunches, breaks, holidays, comp-time and relief. Review and update the college calendars.

10. Assist the supervisor with budgeting, hourly employee analysis, and project supplies and needs; assist with ordering office supplies.
11. Perform other related duties as required.

## **EMPLOYMENT STANDARDS**

### **Knowledge:**

1. Applicable sections of the State Education Code and other applicable laws including Title V.
2. Rules, regulations, requirements and restrictions regarding student records, admission and registration.
3. Modern office methods, procedures and equipment including computers and related software.
4. Organization, procedures and operating details of an Admissions and Records office.
5. Record-keeping techniques.
6. Principles of training and providing work direction.
7. Correct English usage, grammar, spelling, punctuation and vocabulary.
8. Oral and written communication skills.
9. Interpersonal skills using tact, patience and courtesy.
10. Basic mathematics.

### **Skills and Abilities:**

1. Train and provide work direction to others.
2. Assign and review the work of others.
3. Plan and organize work.
4. Apply and explain policies, procedures and regulations regarding college admission, registration and student records.
5. Operate office machines including a computer and applicable software.
6. Make arithmetic computations with speed and accuracy.
7. Maintain records and files.
8. Work independently with little direction.
9. Communicate effectively both orally and in writing.
10. Establish and maintain cooperative and effective working relationships with others.

### **Education and Experience:**

1. Education equivalent to a high school diploma or GED supplemented by specialized clerical courses.

2. Four years of responsible records and clerical experience involving public contact.
3. Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.

## **WORKING CONDITIONS**

### **Environment:**

1. Typical office environment.
2. Constant interruptions

### **Physical Demands:**

1. Dexterity of hands and fingers to operate a computer keyboard and a variety of office equipment.
2. Sitting or standing for extended periods of time.
3. Reaching overhead, above the shoulders and horizontally.
4. Hearing and speaking to exchange information in person or on the telephone.
5. Seeing to read a variety of materials.
6. Bending at the waist, kneeling or crouching.
7. Lifting light objects.

### **Hazards:**

1. Contact with dissatisfied or abusive individuals.

Date Approved: 4/8/2008  
Salary Range: 86  
EEO Category: 2B4 – Secretarial/Clerical