

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

Position: Admissions and Records Coordinator II

Department: Student Affairs

Location: Evergreen Valley or San Jose City College

Date: June 11, 2014

POSITION PURPOSE

Under direction of the Dean of Enrollment Services or Director, Admissions and Records as assigned, serve as a lead classified employee in the Admissions and Records Office; respond to problems, concerns and activities associated with students, staff and department employees. Assign and review the work of staff responsible for the technical and operational services in the Admissions and Records Office; monitor and participate in the work activities.

DISTINGUISHING CHARACTERISTICS

This is a lead level in the Admissions and Records Coordinator series. 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. The Admissions and Records Coordinator II will be expected to lead the assigned office under general direction and with little or no supervision from the Dean or Enrollment Services or Director of Admissions and Records. The Coordinator II is expected to make decisions on a higher level line of authority than the Coordinator I, utilizing independent judgment and initiative in the Dean's or Director's absence.

KEY DUTIES AND RESPONSIBILITIES:

1. Serve as a lead employee of the Admissions and Records office; direct operations and activities associated with Admissions and Records. May be asked to act as lead person in Admissions and Records. Recommend and assist in the implementation of goals, objectives, policies and procedures.
2. Participate in the selection and hiring of full- and part-time employees. Provide, coordinate, and lead in the direction of employee training. Assist employees with improving work performance and the implementation of disciplinary procedures for temporary and student employees as assigned.
3. Plan, prioritize, assign, schedule, lead and review the work of full-time and part-time staff responsible for operational and technical services of Admissions and Records, including on-and-off campus activities. Respond to questions and provide assistance to permanent and temporary employees.
4. Communicate with District and College employees to assess needs and respond to questions. Explain and interpret District policies and procedures. Ensure compliance with local, State and Federal regulations.
5. Collect, analyze and draw conclusions from statistical data related to Admissions and Records. Develop surveys and other research instruments to evaluate office effectiveness; implement changes as appropriate. Prepare reports on operations and activities as assigned.
6. Conduct assessment of student needs including monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures. Evaluate office procedures as they relate to student service. Work with assigned administrator to allocate resources accordingly.
7. Process International Student applications for college admissions and registration; maintain

contact with International Student Program Office.

8. Oversee Veterans certification and administration. Advise students on services offered, rules, regulations and benefits available. Process documents in compliance with Federal policies. Maintain complete files on eligible active and inactive students.
9. Directly participate in the preparation, recommendation and administration of the budget with the assigned administrator; maintain related records.
10. Monitor the collection, balancing and auditing of fees assigned to the collection process of Admissions and Records; make adjustments as necessary.
11. Oversee the refund request process including making decisions regarding more complex requests requiring the general petitioning process.
12. Develop and revise registration, admissions and records related materials. Make oral presentations to a variety of groups and organizations both on and off campus. Oversee the admission and registration activities of on- and off-campus support services.
13. Oversee and make recommendations regarding the inventory of supplies and equipment, requisition necessary items; ensure proper maintenance of equipment; arrange for repairs as required.
14. Perform other duties reasonably related to the job classification.

Knowledge of:

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. Public speaking principles and techniques.
6. Research methods and techniques.
7. Statistical analysis methods.
8. Record-keeping techniques.
9. Basic accounting practices procedures and terminology.
10. Principles and practices of administration, supervision and training.
11. Correct English usage, grammar, spelling, punctuation and vocabulary.
12. Oral and written communication skills.
13. Interpersonal skills using tact, patience and courtesy.
14. Basic mathematics.

Skills and Ability to:

1. Understand and follow oral and written instructions.
2. Interpret, apply and explain policies, procedures and regulations regarding college admission, registration and student records.
3. Operate office machines including a computer and applicable software.
4. Analyze situations accurately and adopt an effective course of action.
5. Make arithmetic computations with speed and accuracy.
6. Prepare and deliver oral presentations.
7. Read, interpret and explain statistical data, technical procedures and governmental regulations.
8. Research, analyze and evaluate service delivery methods and techniques.
9. Maintain composure in stressful situations.
10. Prepare a variety of correspondence.
11. Train and provide direction to personnel.
12. Assign and review the work of others.
13. Plan and organize work.
14. Meet schedules and time lines.
15. Work independently with little direction.
16. Maintain records and files.
17. Type at a rate of speed necessary for effective job performance.
18. Communicate effectively both orally and in writing.
19. Establish and maintain cooperative and effective working relationships with others.

Experience and Education:

1. Any combination of education, training and/or certification equivalent to: two years of college-level course work in a related area.
2. Four years of increasingly responsible lead experience in a college admissions and records position or a related area.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy; or demonstrated equivalent transferable skills to do so.

WORKING CONDITIONS

Environment:

1. Typical office environment.

Physical Demands:

1. Typical office environment.
2. Dexterity of hands and fingers to operate a computer and a variety of office equipment.
3. Sitting or standing for extended periods of time.
4. Reaching overhead, above the shoulders and horizontally.
5. Hearing and speaking to exchange information and make presentations.
6. Seeing to read a variety of materials and monitor the work of assigned staff.
7. Bending at the waist, kneeling or crouching.
8. Lifting light objects.

Hazards:

1. Contact with dissatisfied or abusive individuals.

Board Approved: 6/10/08, 6/10/14
Modified: 6/2/14 (education requirement)
Salary Range: 96
EEO Category: 2B3 – Technical/Paraprofessional