ADMISSIONS/RECORDS CLERK
Series Specification
Admissions/Records Clerk I
Admissions/Records Clerk II
Admissions/Records Clerk III

DEFINITION

This series specification describes three classes used to perform clerical technical duties of student admissions and records.

TYPICAL DUTIES

**Admissions/Records Clerk I:** Performs a variety of clerical and technical duties involving student registration, admissions, and records maintenance. Distributes, explains, receives, and checks for completion and accuracy of graduation and other petitions. Performs a variety of public contact tasks; communicates with students, staff, and other individuals to disseminate or explain information; and aids students in registration and admission procedures by giving information about admission and courses offered. Prepares and maintains student folders. Reviews files, records, and other documents to obtain information to respond to requests; and compiles and types statistical and other reports on various registration, admission, and record related topics. Receives and accounts for various fees. prepares records and reports; processes records, posts and processes grades; processes and sends transcripts to students and colleges; and types and files various notices and forms. Composes and types letters and routine correspondence. Answers telephone, responds to requests and delivers messages; operates office machines, such as copier, fax machine, shredder and computer; receives and distributes mail; and orders materials, supplies, and services. Oversees the work of temporary and student workers. Performs related duties as required.

**Admissions/Records Clerk II:** Performs a variety of clerical and technical duties involving student registration, admission and records maintenance. Distributes, explains, receives and checks for completion and accuracy, and maintains various records of items such as residence lists and registration forms, high school and college transcripts, cumulative student records, athletic eligibility, program changes, and veteran-related forms. Performs a variety of public contact tasks; creates and/or maintains PowerPoint slideshow of A/R information for students; communicates with students, staff, and other individuals to disseminate or explain information; and aids students in registration and admission procedures by giving information about admission and graduation requirements, prerequisites, and courses offered. Prepares and maintains student folders; reviews files, records, and other documents to obtain information to respond to requests; and compiles data for and prepares statistical and other reports on various registration, admission, and records related topics for District and external agencies as needed. Prepares information for data processing from various source documents and checks output for completion and accuracy. Receives and accounts for various fees; and processes records, posts and processes grades, types and files various notices and forms. Prepares and maintains Veterans’ Affairs student folders; keeps current and accurate record of schedules, transcripts, and course planners for VA students; updates drop/adds; reports changes to the VA; oversees VA work-study students; maintains veteran-related forms and contracts; and evaluates military transcripts and posts units on the appropriate system. Prepares routine correspondence; composes and types letters, including denial letters. Arranges appointments for staff and students; answers telephone, responds to requests, delivers messages; operates office machines, receives and distributes mail; and orders materials, supplies, and services. Oversees temporary and student workers. May perform clerical lead responsibilities for classified staff and office procedures of evening division admissions. Performs related duties as required.
Admissions/Records Clerk III: Oversees and leads the work of other classified employees, students and temporary staff; and resolves conflicts. Performs a variety of clerical and technical duties involving student registration, admission, records maintenance and research; resolves administrative issues; files various notices and forms; prepares routine correspondence; compiles statistical and other reports on various registration, admission, and record related topics for District and external agencies. Responds to requests, delivers messages; operates office machines, orders materials, supplies, and services while following budget guidelines; and performs related duties as required. Acts as lead in one or more of the following areas and performs additional duties as outlined:

- Records: Prepares and maintains student folders using document imaging system and indexing; cross references database files; processes grade changes; inputs applications, student schedules, grades, and reviews for accuracy; prepares data for data processing from various source documents; processes records; posts and processes grades.
- Admissions: Reviews files, records, and documents to respond to requests; communicates with students, staff, and other individuals to disseminate or explain information; and aids students in registration and admission procedures by giving information about admission and graduation requirements, prerequisites, and courses.
- Data Processing Liaison: Programs, modifies and maintains databases for the department.
- Veterans’ Affairs: Prepares and maintains Veterans’ Affairs student folders; keeps current and accurate record of schedules, transcripts, and course planners for VA students; updates drops/adds; reports changes to the VA; oversees VA work-study students; maintains veteran-related forms and contracts; and evaluates military transcripts and posts units on the appropriate system.

LEVEL DESCRIPTIONS

Admissions/Records Clerk I: The entry level of the class of this series. Under general supervision, performs various public contact and record processing tasks of average difficulty as a majority of assigned duties.

Admissions/Records Clerk II: The journey level class of the series. Under general supervision, may be assigned to records, admissions, veterans’ affairs, and/or data processing or may also be assigned clerical lead responsibility for classified staff and office procedures of evening division admissions.

Admissions/Records Clerk III: The lead level of this class of the series. Incumbents, under general supervision, are normally assigned lead responsibilities of one or more of the following areas of the Admissions and Records office: records, admissions, veterans’ affairs, or data processing liaison. Assigned duties usually include lead responsibility of classified employees and require extensive knowledge of the policies, rules and procedures of the area to which the position is assigned.

QUALIFICATIONS

EXPERIENCE/EDUCATION

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<th>Promotional</th>
<th>General</th>
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<td>Admission/Records Clerk I</td>
<td>Six months of experience in Los Rios CCD performing clerical duties at the level of Clerk I.</td>
<td>One year of general clerical experience. (One year of college level business or clerical course work may be substituted for one year of general work experience).</td>
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Admission/Records Clerk II

| One year of experience performing clerical duties at the level of A/R Clerk I. | Two years of general clerical experience preferably including one year of school admissions/records experience or general accounting. (One year of college level business or clerical course work may be substituted for one year of general work experience). |

Admission/Records Clerk III

| One year of experience in Los Rios CCD performing clerical duties at the level of A/R Clerk II or two years performing clerical duties at the level of A/R Clerk I. | Three years of increasingly responsible clerical experience preferably including college records and admissions clerical experience. (One year of college level business or clerical course work may be substituted for one year of general work experience). |

**KNOWLEDGE OF**

**All Levels:** Knowledge of principles and processes for providing customer service; administrative and clerical procedures and systems; office equipment and methods including filing systems; word processing, spreadsheet, database management, document imaging, Internet, and other applicable software as required; and receptionist and telephone techniques. Knowledge of correct English usage, spelling, and vocabulary; and letter and report writing. Knowledge of numbers, their operations, and interrelationships including arithmetic and its applications.

**Admissions/Records Clerk II and III:** Knowledge of Community College District admissions/records policies, rules, and procedures; the policies, rules and procedures of the area(s) to which the position is assigned; and Title V provisions. Knowledge of principles and processes for providing customer services. Knowledge of correct English usage, spelling, and vocabulary. Knowledge of numbers, their operations, and interrelationships including arithmetic and its applications. Knowledge of administrative and clerical procedures and systems; letter writing; office equipment and methods including filing systems; word processing, spreadsheet, database management, document imaging, internet, and other applicable software as required; and receptionist and telephone techniques.

**Admissions/Records Clerk III:** Knowledge of Community College District admissions/records policies, rules, and procedures; the policies, rules and procedures of the area(s) to which the position is assigned; and Title V provisions. Knowledge of principles and processes for providing customer services. Knowledge of letter and report writing; and correct English usage, spelling, and vocabulary. Knowledge of numbers, their operations, and interrelationships including arithmetic and its applications. Knowledge of administrative and clerical procedures and systems; office equipment and methods including filing systems; word processing, spreadsheet, database management, document imaging, internet, and other applicable software as required; and receptionist and telephone techniques.
SKILLS IN

All Levels: Skill in listening to what other people are saying and asking questions as appropriate; understanding written sentences and paragraphs in work related documents; and communicating effectively with others orally and in writing as indicated by the needs of the audience. Skill in finding ways to structure or classify multiple pieces of information.

ABILITY TO (ESSENTIAL FUNCTIONS)

All Levels: The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to learn and interpret rules, regulations, and policies regarding student records and admissions; learn, interpret and apply specific rules and policies; and correctly follow directions or a given rule or set of rules in order to arrange things or actions in a certain order. The ability to assist students with individual questions or concerns in an open, friendly and poised manner. The ability to perform clerical work including use of correct English and spelling. The ability to read and write at the level required for successful job performance; and prepare routine correspondence independently. The ability to file and check records accurately. The ability to add, subtract, multiply, or divide quickly and correctly. The ability to operate modern office equipment; and input computer data with speed and accuracy.

Records/Admissions Clerk III: The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty, and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to collect student information from a variety of sources and store in appropriate databases. The ability to learn, interpret, and apply rules, regulations, and policies; and correctly follow directions or a given rule or set of rules in order to arrange things or actions in a certain order. The ability to assist students with individual questions or concerns in an open, friendly and poised manner. The ability to perform clerical work including use of correct English and spelling. The ability to read and write at the level required for successful job performance; and prepare routine correspondence independently. The ability to file and check records accurately; perform mathematical calculations quickly and correctly; operate modern office equipment; and input computer data with speed and accuracy.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Computer, printer, calculator, typewriter, telephone, fax, copier, postage machine, optical scanner, and microfilm.