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, under the supervision of the assigned supervisor/manager.

LEVEL DESCRIPTIONS

Admissions/Records Clerk I: Under moderate oversight, performs various public contact and record processing tasks of moderate complexity.

Admissions/Records Clerk II: Under minimal oversight, performs clerical lead responsibility for classified staff and office operations, or lead technical duties of a more complex nature.

Admissions/Records Clerk III: Under minimal oversight, perform operational and/or technical lead responsibilities requiring more extensive knowledge of the policies, rules and procedures of the area to which the position is assigned.

TYPICAL DUTIES

Admissions/Records Clerk I and subsequent levels: 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; compiles and prepares statistical and other reports on various registration, admission, and record related topics; receives and accounts for various fees; processes records, posts and processes grades; processes and sends transcripts to students and colleges; prepares and files various notices and forms; composes letters and routine correspondence; answers telephone, responds to requests and delivers messages; receives and distributes mail; orders materials, supplies, and services; oversees the work of temporary employees, including assisting with hiring, processing and training of temporary. Performs related duties as required.

Admissions/Records Clerk II: In addition to the duties of the Admissions/Records Clerk I, performs clerical lead responsibilities for classified staff and office procedures; distributes, explains, receives and checks records and documents for completion and accuracy; 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 and processes; prepares and maintains information on admissions and records processes or students; compiles data for and prepares statistical and other reports on various registration, admission, and records related topics for District and external
agencies; prepares information for data processing from various source documents and checks output for completion and accuracy; and prepares denial letters. Performs related duties as required.

Admissions/Records Clerk III: In addition to the duties of the Admissions/Records Clerk I and II, researches and resolves conflicts and administrative issues; performs a variety of clerical and technical duties involving research; acts as a technical or operational lead in one or more of the following areas and performs additional related duties as needed: Records, Admissions, Data Processing, Veterans Affairs. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE/EDUCATION

<table>
<thead>
<tr>
<th>Promotional</th>
<th>General</th>
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<tbody>
<tr>
<td>Admission/Records Clerk I</td>
<td>One year of clerical experience related to the duties of the position.</td>
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<tr>
<td>Admission/Records Clerk II</td>
<td>Two years of clerical experience related to the duties of the position. (One year of college level course work may be substituted for up to one year of work experience).</td>
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<tr>
<td>Admission/Records Clerk III</td>
<td>Three years of experience related to the duties of the position. (One year of college level course work may be substituted for up to one year of work experience).</td>
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One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

All Levels: Applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform
specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; basic principles of leadership, oversight and training.

**ABILITY TO**

**All Levels:** Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations; basic principles of leadership, oversight and training.

**Records/Admissions Clerk II and III:** Work with minimal direct supervision; effectively train, assign, and oversee the work of others.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**
Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned.