



Position Description

JOB TITLE: Specialist I, Admissions and Records
FLSA: Non-exempt
SALARY LEVEL: Classified Level 6

The following duties, responsibilities, Knowledge, Skills and Abilities (KSA's), and physical requirements are intended to describe the general nature and level of work being performed. The information listed below is not intended to be construed as a complete listing of all duties, responsibilities, KSA's, and physical requirements required of this position since changes to the position may occur at any time or additional requirements that may be added over the course of time.

SUMMARY:

Under direct supervision of the Departmental Supervisor the incumbent will perform a variety of administrative and staff support duties directly related to Admissions and Records. An accompanying range of office skills and procedures and knowledge of organizational policies and procedures is required. Assists and directs students and visitors and helps resolve administrative problems and inquiries both internal and external to the office. Composes, edits, and proofreads correspondence and reports and prepares a wide range of administrative and departmental documents.

DUTIES AND RESPONSIBILITIES:

The incumbent will:

1. Welcome and greet students, faculty and staff in person or on the telephone.
2. Provide assistance to students such as answering questions regarding:
 - a. Admission application
 - b. Statement of standing
 - c. Student contact information
 - d. Grade changes
 - e. Transcripts
 - f. Residency status
 - g. Testing status
 - h. Academic courses/programs
 - i. Registration and TConnect/Web registration
 - j. Course scheduling
 - k. Disclosure/Record release
 - l. Student I.D. cards
 - m. Graduation application

3. Verify all documents and forms above are complete.
4. Enter and update data of documents and forms above into computer system.
5. Direct students to appropriate College departments for further assistance.
6. Update applications and forms when advised.
7. Supply A&R office supply room with sufficient amount of application forms.
8. Meet with internal staff such as financial aide and advisors on course payment and academic advice.
9. Meet with area high school counselors and parents regarding dual credit/early admission questions, arrange approved courses and assist with scheduling.
10. Updates appearance of Information Board in office.
11. Operate and answer multiple telephone lines and assist with inquiries, screen and forward calls.
12. Print, fax, file records and documents.
13. Check office supply room, anticipate needs, place orders.
14. Assist with Graduation ceremony supplies and events.
15. Perform miscellaneous job-related duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

Associates Degree plus two (2) years directly related work experience or any combination of college, technical, or university education and directly related work experience equal to four (4) years.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

Knowledge of clerical and administrative procedures and systems such as managing files and documents, computer systems, and word processing software. Organizing and coordinating skills. Knowledge of Admissions policies, and eligibility requirements. Ability to understand and follow specific instructions and procedures. Ability to communicate effectively, both orally and in writing. Ability to develop and deliver presentations. Customer service and receptionist skills. Time management skills. Communication skills to express information to others effectively. Active listening skills to understand what other clients are communicating

PHYSICAL EFFORT:

Light physical activity that may include lifting, pushing, pulling of objects up to 15 pounds.

WORKING CONDITIONS:

Work is performed in an interior/office work environment.

SUPERVISION:

Received: Departmental Supervisor