

SENIOR ENROLLMENT SERVICES SUPPORT TECHNICIAN

DEFINITION

Coordinates specialized Admissions and Records duties, serves as a liaison with the IT department to develop automated A & R processes, coordinates and executes automated functions related to registration, census, and attendance.

SUPERVISION EXERCISED AND RECEIVED

Supervision is received by the Director and Dean of Admissions and Records.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Operates a computer terminal to prepare and maintain data related to Admissions and Records.

Learns and applies technologies as required to automate Admissions and Records functions.

Works with the Information Technology Department to implement automated functions.

Conducts research for recommending technological external and internal Admissions and Records functions.

Maintains documentation on Admissions and Records automated functions, including the procedures manual and production schedule.

Coordinates specialized admissions and records functions such as census, STARS, online menus, online enrollment, fees, drop/add class dates.

Creates, coordinates, manages, reviews for accuracy, and distributes roster calendar in electronic format in accordance with State mandated rules and regulations.

Database programming for viewing and accessing of online rosters for faculty.

Trains faculty and staff on how to complete online Admissions and Records forms.

Creates criteria for running reports.

Runs reports for completion of roster compliance and reminds faculty of overdue rosters.

Communicate with a variety of District personnel, Division Chair, Administrators, departments regarding online rosters.

Compiles information and data for reports and assist as necessary in the preparation of statistical and narrative reports.

Trains and leads the work of clerical personnel.

EXAMPLES OF DUTIES (continued)

Provides information to the general public by phone or in person regarding admissions, registration, enrollment, records, and related information about the department.

Assists with admissions, registration, enrollment, receiving fees and issuing receipts.

Selects, trains, evaluates and maintains schedules of student workers.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Policies, procedures, and functions of a college admissions and records office.

Set guidelines by the CA State Education Code and Administrative Regulations.

Office practices, supplies and equipment.

Computerized office applications and student information systems.

Proper English usage, grammar, spelling, punctuation and vocabulary.

District organization, operations, board policies, and objectives.

Database software applications.

Ability to:

Operate a personal computer.

Communicate effectively both verbally and in writing.

Meet schedules and deadlines.

Apply principals of logical thinking to define problems, collect data, establish facts and draw valid conclusions.

Learn emerging technologies.

Work independently and work well with others and meet public effectively.

Organize and manage multiple projects.

Work as a team with various department personnel.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Any combination of seven years of college-level education and work experience is required.

Education: Coursework and/or degree in accounting, business, computer information systems or related field from an accredited college or university.

Experience: Technical experience in a secondary, community college, or university Admissions and Records office.

Computer software experience.

Proficient experience in Microsoft applications.