

ENROLLMENT SERVICES SPECIALIST

DEFINITION

Performs a variety of complex technological and administrative duties involving student records which requires knowledge related to admissions, transcript evaluations, transfer rules and regulations; involves frequent responsible contacts and the use of independent judgment in the application of related duties; maintain and update College's annual catalog.

SUPERVISION RECEIVED AND EXERCISED

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

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

EXAMPLES OF DUTIES

Responsible for all facets of the College's annual catalog.

Works with Purchasing Department to set contract bid dates and catalog specifications for printers.

Compiles and distributes catalog content material to division chairs, administrators and managers, and academic departments for updates and revisions.

Maintains and updates catalog content materials to reflect changes or revisions of information.

Researches information for administrators, division chairs and staff for catalog content and/or course history and curriculum changes.

Maintains records of new courses and the criteria pertaining to them.

Proofreads and edits catalog for final production.

Obtains bids from mailing service companies for bulk mailing.

Determines campus distribution of catalogs.

Maintains an updated mailing list for the distribution to other colleges and universities.

Processes and mail public requests for catalogs.

Evaluates academic records and transfer credits to determine student eligibility for graduation, completion of general education and Intersegmental General Education Transfer Curriculum (IGETC) requirements and vocational certificates.

Researches and resolves grades and/or course discrepancies.

Performs appropriate calculations and posting to transcripts on the basis of administrative decisions regarding petitions for academic renewal.

Determines equivalency of courses completed at other colleges and technical and vocational institutions.

EXAMPLES OF DUTIES (continued)

Determines acceptability of accreditation of other educational institutions.

Evaluates and certifies coursework completed for the IGETC for CSU and UC institutions according to State Chancellor's Office and established college guidelines.

Evaluates and certifies courses completed at other schools (Passalong IGETC) according to current rules and regulations; prepare and forward certification and on-line and/or hard copy transcript to requested UC or CSU.

Evaluates and certifies coursework completed for the California State University General Education Breadth Certification (CSU Breadth) according to State Chancellor's Office and established college and university guidelines; prepare and forward certification along with on-line and/or hard copy transcript to requested California State University.

Checks for course repetitions and courses taken out of sequence.

Communicates with other colleges and universities via e-mail and telephone concerning course descriptions, course numbers and course discrepancies.

Analyzes military records and grant educational credit where appropriate.

Oversees the processing of all incoming transcripts.

Verifies level, content, unit value and grading systems of courses from other institutions; determine credit to be granted toward specific requirements and consult with department division chairs.

Trains and provides direction to assigned personnel in the processing of transcripts, transcript evaluations and inquiries from other institutions.

Provides a variety of technical assistance, guidance and information on the telephone or in person to students, staff, counselors, faculty, administration and the public.

Serves as a resource on campus committees as directed.

Maintain and updates computerized numerical coding of the College's educational majors listing.

Maintains and revises computerized External Credit Transcript data file.

Works closely with Division Chairpersons to determine course equivalencies pertaining to transcript evaluation requests.

Researches statewide articulation database agreements (ASSIST) via the Internet.

Determines course equivalencies using the California Articulation Number System.

Provides quasi advisement regarding CSU and UC General Education Certification (IGETC and Breadth), Associate in Art and Science Degrees and Certificates of Completion.

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

Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

College policies, procedures, graduation requirements and course contents.

Procedures and methods involved in the evaluation of student records.

College rules and regulations as applied to admissions and records.

Military service schools equivalency credits.

Modern office practices, procedures and equipment.

Computerized student information systems.

Applicable sections of State Education Code and College Administrative Regulations.

Recordkeeping techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Telephone skills and etiquette.

Internet applications.

Ability to:

Perform a variety of complex duties involving the evaluation of student records to determine course equivalency, general education certifications and graduation requirements.

Make accurate mathematical calculations.

Understand and follow oral and written directions.

Analyze and verify information.

Work independently with little direction.

Establish and maintain effective and cooperative working relationships with others.

Meet schedules and deadlines.

Plan and organize work.

Maintain records and prepare reports.

Communicate effectively, both orally and in writing.

Work confidentially with discretion.

Operate a wide variety of office machines and equipment including word processor, computer terminal, typewriter, copier, microfilm, microfiche reader, scanner and calculator.

QUALIFICATIONS (continued)

Compose and type letters, memoranda and reports.

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

EMPLOYMENT STANDARDS

Minimum Qualifications:

High School Diploma or equivalent.

Four years of increasingly responsible clerical experience, three years of which was in a community college, or university admissions and records office.

An Associate's degree from an accredited college or university may substitute for two years of the three years of clerical experience.

PHYSICAL REQUIREMENTS:

Position requires sitting and viewing a computer monitor for expanded periods of time.