

ADMISSIONS AND RECORDS OFFICE SUPERVISOR

DEFINITION

Plans, schedules, supervises, and participates in the specialized clerical and technical work of an admissions and records office on the day shift at a smaller college or the evening shift at a larger college.

TYPICAL DUTIES

Plans, schedules, supervises, and participates in the day-to-day work of the clerical unit in the admissions and records office which performs a wide variety of functions related to student registration and class enrollment, attendance, grading, transfers, and graduation.

Selects, trains, and supervises assigned clerical admissions and records staff.

Interprets District policies, rules and regulations, and operational procedures associated with admissions and records.

Answers inquiries and investigates and resolves the non-routine problems related to registration, enrollment, fee assessments, attendance, residency and graduation requirements, and other related areas.

Assists in the coordination of any off-campus admissions and registration.

Assists in developing and coordinating procedures with other offices such as the business office, financial aid, counseling, and other student services programs.

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Utilizes standard office software applications to compile data and prepare reports and correspondence concerning student admissions and records matters.

Utilizes specialized computer application programs used for applications, electronic transcripts, and degree audits.

Attends and participates in seminars, conferences, workshops, and other meetings related to admissions and records.

Reviews and supervises the processing of documents and petitions for grade changes, withdrawals, transfers, graduation, academic and progress renewals, etc.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Admissions and Records Office Supervisor** supervises and participates in the technical and clerical work in a college admissions and records office on the day shift at a smaller college or the evening shift at a larger college.

A **Senior Admissions and Records Office Supervisor** supervises the day-to-day clerical and technical operations of a college admissions and records office and resolves the most complex and difficult technical problems of the office.

DISTINGUISHING CHARACTERISTICS (Cont.)

An **Admissions and Evaluation Technician** applies judgment and specialized knowledge in the evaluation of student records for the purpose of determining eligibility and status of entering students and of students who petition to graduate. The work is performed with relative independence and requires the ability to explain regulations and procedures to students.

SUPERVISION

General supervision is received from the Registrar, Assistant Registrar or an academic administrator. Immediate supervision is exercised over assigned admissions and records staff.

CLASS QUALIFICATIONS

Knowledge of:

- Rules, regulations, and procedures relating to enrollment, registration, grading, transfer, and graduation of students from college programs and specially funded programs
- Practices and procedures of office management
- Principles of supervision and training
- Capabilities of computer applications, systems, and hardware common to the operations of an admissions and records office
- Research methods
- Recordkeeping and data collection systems
- Principles of recordkeeping

Ability to:

- Plan, assign, and supervise the work of assigned staff
- Evaluate work methods and performances
- Understand, interpret, and apply the rules and procedures governing registration, enrollment, transfers, and graduation
- Establish and maintain effective relationships with administrators, staff, students, and the public
- Communicate effectively with individuals from various ethnic and socio-economic backgrounds-and different levels of academic achievement
- Effectively utilize computer equipment and software in the performance of duties
- Analyze situations correctly and take effective action
- Gather, compile, and analyze statistical data
- Prepare reports in written, graphic, and tabular form
- Give clear and concise instructions
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university preferably with coursework in business management, office management, human relations, and computer applications **AND** two years of full-time paid experience in a college or university admissions office. One year of the required experience must have been in a supervisory capacity. A successfully completed college-level course in supervision or management may substitute for the required one year in a supervisory capacity.

OR

- B. Graduation from high school or its equivalent **AND** three years of full-time paid experience in a college or university admissions office. One year of the required experience must have been in a supervisory capacity. A successfully completed college-level course in supervision or management may substitute for the required one year in a supervisory capacity.

Special:

A valid California Class "C" driver's license must be obtained within 60 days after appointment. Access to an automobile.