

SENIOR ADMISSIONS AND RECORDS OFFICE SUPERVISOR

DEFINITION

Plans, schedules, and supervises the highly specialized clerical and technical work of an admissions and records office and performs the more complex technical assignments.

TYPICAL DUTIES

Plans, schedules, and supervises 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 evaluates the work of the clerical staff.

Assists in developing and revising procedures to audit, update and maintain records including historical, and reconstruction of records.

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

Interprets for staff District rules and procedures associated with admissions and records.

Coordinates any off campus admission and registration.

Assists in compiling data and preparing reports.

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

Investigates and resolves the more complex problems such as discrepancies in enrollment, investigation of illegal reports, fee assessments, attendance, residency and graduation requirements.

Operates computer equipment and uses software applications.

Performs related duties as performed.

DISTINGUISHING CHARACTERISTICS

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

An **Assistant Registrar** manages the evening shift of the admissions and records office, supervises the staff and assists in developing and implementing rules and operational procedures for the processing of student admissions, registration, transfers and graduation.

An **Admissions and Records Office Supervisor** supervises and participates in the technical and clerical work of the unit at a smaller college day shift operations or the evening shift of a larger college.

SUPERVISION

General supervision is received from the Registrar, Assistant Registrar or from an academic administrator in the admissions and records office. Supervises assigned clerical personnel.

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
- Capabilities of computer software, systems, and hardware used in the operations of an admission and records office
- Principles of training and supervision
- Research methods
- Record keeping and data collection systems
- Organization and management of records

Ability to:

- Plan, assign, and supervise the work of clerical staff
- Evaluate work methods and performances
- Understand, interpret and apply the rules, and procedures governing registration and enrollment, transfers, graduation
- Effectively utilize computer equipment in the performance of duties
- Compile data for technical reports and records
- Give clear and concise instructions
- Analyze situations correctly and take effective actions
- Establish and maintain cooperative, effective relationships with students, administrators, employees, and a culturally and ethnically diverse public
- Communicate effectively with individuals from various ethnic and socio-economic backgrounds
- Learn general and specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from an accredited college or university preferably with coursework in business management, office management, human relations, and computer applications **AND** three years of full-time, paid experience in a college admissions office. One year of the required experience must have been in a supervisory or lead capacity.

OR

- B. Graduation from high school or its equivalent **AND** four years of full-time, paid experience in a college admissions office. One year of the required experience must have been in a supervisory or lead capacity.

College-level courses in supervision, office management, human relations, and computer applications are desirable.

ENTRANCE QUALIFICATIONS (Cont.)

Special:

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