



ADMISSIONS AND RECORDS ASSISTANT

SALARY GRADE: [C1-41](#)

DEFINITION:

Under the direction of an assigned supervisor, assist the public and students by distributing materials and providing information regarding admissions and records policies and procedures; process records, register students, create, maintain and store transcripts, collect and enter grades.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Greet visitors and answer the telephone; provide requested materials or give information on applications, registration, programs and courses available.
2. Prepare and mail applications, registration materials, catalogs and other materials.
3. Register students, review completed forms for accuracy, completeness and compliance with established rules and guidelines and under pressure of deadlines; process student applications.
4. Receive payments, including checks and credit, debit and other types of payment cards.
5. Process program changes; adds, drops and withdrawals.
6. Process group registrations for foreign students and high school students.
7. Retrieve and process transcripts according to established procedures.
8. Receive and review applications and forms related to benefits as assigned; verify student eligibility for benefits and prepare reports; prepare correspondence in response to inquiries; maintain knowledge of benefit regulations and notify concerned students of changes.
9. Collect and enter final grades, process grades for transcripts; process grade changes; proof and correct errors.
10. Operate a variety of office equipment including a computer as assigned.
11. Secure office and equipment in evening hours.
12. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Basic functions and operations of an admissions and records office.
2. Cashiering skills.
3. Basic policies and objectives of assigned program and activities.
4. Modern office practices, procedures and equipment.
5. Reception and telephone techniques.
6. General clerical and record-keeping techniques.
7. Interpersonal skills using tact, patience and courtesy.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide information and assistance students and others concerning admissions and records.
3. Perform cash receiving duties.
4. Type at an acceptable rate of speed.
5. Operate a variety of office equipment including a computer.
6. Understand and follow oral and written directions.
7. Communicate effectively both orally and in writing.
8. Learn and apply the rules and regulations of the assigned office.
9. Establish and maintain cooperative relations with students, faculty and the public.
10. Prepare, process and review admissions and records forms and records.

Education and Experience

Any combination equivalent to:

1. College-level coursework.
2. Two (2) years of general clerical experience involving extensive public contact.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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