

ADMISSIONS/RECORDS SPECIALIST SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>
3748	Admissions/Records Specialist I	02	001	6 mo.	12/03/99
3749	Admissions/Records Specialist II	02	001	6 mo.	12/03/99

Promotional Line: 355

Series Narrative

Employees in this series perform specialized work in student admissions, records and/or registration. They are responsible for creating, tracking, maintaining and analyzing official students academic and admission records and supporting documents such as transcripts, test scores, correspondence, and update/approval forms.

The duties may include: creating, maintaining or updating academic records in a complex data system; screening, reviewing, verifying and coding academic documents; responding to inquiries and resolving problems regarding academic documents; explaining and interpreting complex rules, regulations and procedures; and extensive interaction with prospective and current students, parents, and university faculty and staff.

Computers and other emerging technologies are used daily in the performance of these duties. An in-depth knowledge of the university, department, federal laws and regulations, and policies and procedures is essential for performance of these duties, along with the ability to use good judgment and to exercise discretion in handling sensitive and confidential information. Public relations skills are essential since this may determine the student's choice to attend or remain at the institution.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Admissions/Records Specialist I **3748**

Employees at this level provide specialized assistance in student admissions and academic record management and in customer assistance in an undergraduate/graduate/professional admissions and/or registration and records department. These employees represent the organization to the various publics by performing highly specialized support duties such as: research and problem resolution within the office and with areas outside the office; explanation of admissions policies, procedures and admission status to prospective and current students; academic record creation and maintenance; course registration; academic procedure and policy dissemination; and professional interaction with customers. They receive supervision from a designated supervisor.

An Admissions/Records Specialist I typically--

1. creates, modifies, and maintains comprehensive admissions and student paper or electronic record files, using as guidelines, complex rules, policies, and regulations for an admissions and/or registration and records department.
2. responds to inquiries and resolves problems, which require the interpretation, explanation, and justification of organizational policies and procedures.

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3. maintains an extensive knowledge of the university, state and federal laws, policies and procedures related to processing official admission or academic student records, and keeps current on any changes.
4. reviews processing procedures, forms and/or correspondence and makes suggestions for any needed changes, or creates new forms or correspondence as needed.
5. assists with research requested by faculty, staff and students, utilizing statistical enrollment data.
6. performs quality control audit of paper and electronic reports, documents, and transactions.
7. assists with the training of employees.
8. performs other related duties as assigned.

Level II: Admissions/Records Specialist II

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Employees at this level provide admissions and academic record management and staff supervision for an undergraduate/graduate/professional admissions and/or registration and records department. They also provide customer assistance, train and supervise staff members. Serves as a designated resource person for the staff and other campus offices, and provides information, direction for research, problem resolution and procedural expertise. They receive supervision from departmental administration.

An Admissions/Records Specialist II typically--

1. supervises the daily operations necessary to meet established deadlines and the standards of accuracy as required.
2. responds to and resolves complex inquiries and problems, which require the interpretation, explanation, and justification of organizational policies and procedures.
3. serves as a designated resource person for selected programs to staff members and other university employees for interpretation of organizational policies and procedures.
4. reviews any changes in admissions requirements, academic policies, state or federal laws and prepares and modifies related procedures.
5. interviews, selects, trains, and evaluates employees and assists in administering any disciplinary actions which may result.
6. creates, modifies, and maintains comprehensive admissions and student paper or electronic record files using as guidelines, complex rules, policies, and regulations for an admissions and/or registration and records department.
7. prepares reports and provides comparative statistics.
8. reviews office procedures and forms for accuracy and creates new forms as needed.

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9. completes research assignments for reports and proposal preparations, utilizing statistical enrollment data.
10. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Admissions/Records Specialist I

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or any combination of the following types of preparation:
 - (A) college or university course work
 - or
 - (B) responsible records management work experience, involving public contact (i.e. customer service, public relations)

that totals 1.0 unit according to the following conversion rates:

60 semester hours of "A", of which 12 semester hours are in the Business, Communication, Education or Social Science fields = 1.0 unit

24 months of "B" = 1.0 unit

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge and ability to use computers and other emerging technologies
2. Knowledge of routine office practices and procedures
3. Good command of English language, both oral and written
4. Ability to keyboard accurately at a rate of 20 net w.p.m.
5. Ability to deal effectively with the public
6. Ability to maintain comprehensive admissions and student academic records files
7. Ability to solve problems

8. Ability to follow and interpret policies and procedures

Level II: Admissions/Records Specialist II

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any one or any combination of the following types of preparation:
 - (A) college or university course work

or
 - (B) responsible records management work experience

or
 - (C) work experience at the Admissions/Records Specialist I level

that totals 1.0 unit according to the following conversion rates:

120 semester hours of "A", of which 24 semester hours are in the Business, Communication, Education or Social Science fields = 1.0 unit

36 months of "B", including one year of supervisory experience involving the hiring, training and evaluation of staff = 1.0 unit

36 months of "C" = 1.0 unit

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to supervise
2. Knowledge and ability to use computers and other emerging technologies and to train other staff members in their use
3. Ability to develop an extensive knowledge of office policies and the record keeping functions of a large admission or registration and records department
4. Good command of English language, both oral and written
5. Ability to keyboard accurately at a rate of 20 net w.p.m.

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6. Ability to deal in a professional manner with the public
7. Ability to solve complex problems
8. Ability to select, train, evaluate and provide daily leadership of staff members

Admissions/Records Specialist I
Admissions/Records Specialist II

(NEW)
(NEW)