

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

ENROLLMENT SERVICES TECHNICIAN

Salary Range 14

BASIC FUNCTION:

Under the direction of the Dean of Enrollment Services, performs a variety of responsible and technical work involving the maintenance of complete and accurate student records including transcripts, enrollment verifications, subpoenas, letters and other related matters; evaluate education records to verify and certify compliance with general education requirements of the California State University (CSU) or University of California (UC) systems; post grades, correct transcripts and performs a variety of related student records activities; interviews, trains and provides work direction and guidance to student assistants and other clerical personnel as assigned. Performs other related responsibilities as may be assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Plans, schedules, and performs a variety of confidential technical responsibilities involving the maintenance of complete and accurate educational records. (E)
- Processes and distributes transcript copies requested by students, educational and vocational institutions. (E)
- Processes incoming mail and faxed materials and resolves issues and/or remits requests to appropriate parties.
- Provides students, the general public and college staff members with information pertaining to policies, procedures, rules, and regulations regarding the Transcript Office. (E)
- Interviews and recommends hires; recommends terminations as required; provides training and work direction to students and other clerical personnel as assigned; coordinates work assignments, workloads and establishes work timelines for completion. (E)
- Processes incoming transcripts from other schools by logging such information into college database and maintains current student files. (E)
- Prepares transcripts and other documentation for subpoenas of student records; prepares correspondence to students and provides transcripts and other student records as requested. (E)
- Prepares a variety of correspondence regarding transcripts, grades, enrollment verifications, degrees, certificates earned, dates of attendance and financial obligations to the college. (E)
- Answers telephone calls and assists on providing information to walk-ins, students, the general public, and college staff regarding a variety of Transcript Office function questions. (E)
- Operates computer equipment to enter and retrieve data, maintain records and generate reports utilizing word processing and other computer software.
- Prepares and maintains detailed logs, files and records; establishes and cross-references filing systems as needed; maintains confidentiality of a variety of sensitive information and materials.
- Prepares receipts for monies received, collected for transcripts and subpoenas, balances fees collected and forwards to appropriate personnel for deposit.
- Operates a variety of office machines including computers, typewriters, calculators, copier, fax, microfiche and microfilm machines and shredder. (E)
- Maintains transcript office supplies.
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school including or supplemented by courses in office practices and three years of increasingly responsible clerical experience, including at least one year of experience in an admissions and records or related community college office.

KNOWLEDGE OF:

District, State and federal admission and records policies, procedures, laws, regulations, functions and activities.

Applicable sections of the State Education Code and other applicable laws.

Basic research methods.

Modern office practices, procedures and equipment.

Financial and statistical record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Principles of training and providing work direction.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

Operation of office machines including computer equipment and data entry techniques.

Alpha and numeric filing systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Letter and report writing techniques.

Applicable computer systems.

ABILITY TO:

Perform a variety of responsible and technical clerical work involving the maintenance of complete and accurate educational history of College students.

Analyze documents and situations accurately and determine appropriate certification decision.

Provide training, work direction and guidance to student assistants and other clerical personnel as assigned.

Maintain current knowledge of program rules, regulations, requirements and restrictions.

Read, interpret, apply and explain rules, regulations, policies and procedures.

Work confidentially with discretion.

Meet schedules and time lines.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Plan and organize work.

Maintain records and prepare reports.

Understand and follow oral and written directions.

Operate a computer to enter data, maintain records and generate reports.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Interview student workers, recommend hiring and firing; provides work direction to student workers and establishes workloads and timelines. Provides work direction to other clerical staff as assigned.

CONTACTS: Co-workers, students, the general public, personnel from other colleges, and other departmental staff.

PHYSICAL EFFORT:

Dexterity of hands and fingers to operate a computer terminal.

Sitting or standing for extended periods of time.

Light lifting of materials.

Reaching to file and retrieve records.

WORKING CONDITIONS:

Office environment.

Constant interruptions and frequent interaction with students, staff and the public.