

ENROLLMENT SERVICES SUPPORT TECHNICIAN

DEFINITION

Conducts complex administrative studies and/or performs diverse administrative functions in the Admissions and Records Office. Serves as a liaison with the Administrative Information Services Department (AIS) for Enrollment Services monitoring the effectiveness and accuracy of the current operation and contributing to the on-going evolution of computer operations in Enrollment Services.

SUPERVISION RECEIVED AND EXERCISED

Supervision received by the Assistant Director and Dean of Admissions and Records.

Provides work direction to lower-level staff. Supervision is exercised over student workers.

EXAMPLES OF DUTIES

Collects, compiles and inputs data for a variety of reports used for accountability and statistical analysis.

Supplies information to AIS to assist in the planning and designing of Admissions and Records registration database programs and forms.

Analyzes application data to determine what will be entered into the computer.

Works with AIS to provide an effective Touchtone Registration (STARS) each semester, including testing any new enhancements.

Assists AIS in the specification of the requirements for an Electronic Transcript Program.

Assists in the coordination of data in the Admissions and Records office in order to supply accurate information to AIS.

Initiates batch processing of file updates via the computer.

Provides assistance to students and staff regarding the correct navigation of Admissions and Records website.

Generates class rosters, Early Alert rosters and date sensitive census rosters, wait lists and prerequisite lists.

Determines and enters dates to be used for priority, open and late Telephone Registration.

Registers students unable to use the STARS system.

Interprets catalog prerequisites and enter appropriate codes into the prerequisite checking system as needed.

Maintains data using computer files for student grades and history.

EXAMPLES OF DUTIES (continued)

Deletes of students in the registration file for non-payment of fees.

Determines residency status of student applicants according to established laws and requirements.

Establishes and maintains comprehensive and accurate files and records, which are stored on microfilm, hard copy and CD's.

Receives and responds via e-mail to inquiries submitted to Glendale College's Admissions homepage regarding residency issues, admissions-related problems, and general inquiries.

Assists students with the use of computerized Kiosk systems.

Learns and interpret rules, regulations and policies regarding community college admissions and records.

Performs special complex clerical duties related to admissions and records.

Administers "Repeat Policy" rules as defined by the catalog as such rules affect registration and permanent records.

Researches and analyzes enrollment discrepancies.

Trains other Admissions & Records office personnel for registration and records analyses.

Updates student's electronic transcript with CSU/UC general education certification and graduation information.

Updates student Personal Identification Numbers for registration purposes.

Oversees the staff scanning and indexing official documents.

May issue reports and analyses on such matters as the status of projects, organizational policies, and operating procedures.

Analyzes returning student records, determining academic progress and/or probation status using guidelines of Title V regulations.

Assembles and deliver grading materials. Check-in grades with instructors, assisting them with Incomplete Grade Contracts and grade changes.

Loads grades into grade file.

Ensures that all corrections, reinstatements and withdrawals meet State Education Code and College Administrative Regulations and are entered into computerized student files with accuracy.

Processes grade changes, ensuring that the instructor's reason to change a grade is in accordance with State Education Code and College Administrative Regulations.

EXAMPLES OF DUTIES (continued)

Processes petitions for credit/non-credit based on State Education Code and College Administrative Regulations.

Responds to student questions concerning grades and/or records, and providing information on grievance procedures.

Reviews and maintains records of "Credit by Examination Petitions" and update student files accordingly.

Performs diversified administrative and clerical duties that require a thorough working knowledge of inter-related department policies, and operating procedures.

May gather and arrange diversified data from several documents to prepare written or graphic reports.

Maintains various record systems required in support of an organizational unit.

Investigates general clerical procedures and develop recommendations regarding such areas as forms and reports, schedules, filing systems, flow of information, etc., as it pertains to the function performed by or in support of the organizational unit.

Furnishes information to District administrators, faculty, students and the public as needed.

Selects, trains, evaluates and maintains schedules of student workers.

Perform other duties as required.

QUALIFICATIONS

Knowledge of:

Office practices, supplies and equipment.

Applicable sections of the State Education Code and Title V.

Attendance accounting regulations and laws applicable to community colleges.

Computerized office applications and student information systems.

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

District organization, operations, Board policies and objectives.

Electronic transcripts.

Navigating websites.

Fees collection and accounting.

Interpersonal skills using tact, patience and courtesy.

Recordkeeping techniques.

QUALIFICATIONS (continued)

Residency status and immigration laws applicable to community college admissions.

Scanning and indexing of Admissions and Records documents.

Telephone skills and etiquette.

Telephone touch-tone registration programs.

Ability to:

Plan and conduct clerical tasks involving transactions that require effective accountability and accurate controls.

Communicate effectively rules, regulations, policies and procedures.

Perform complex clerical work involving independent judgment, accuracy and speed.

Process petitions as defined in catalog and based on State Education Codes and College Administrative Regulations.

Learn computer applications relating to student grades and history file.

Use a scanner.

Analyze data to determine what will be entered in the computer.

Apply knowledge of modern office practices and equipment including word processing, record management, and filing systems.

Calculate cumulative Grade Point Average.

Conduct complex administrative studies for an organizational unit, frequently working with senior management personnel.

Deal effectively with a diverse population of students, staff and public.

Establish and maintain effective working relationships with others.

Analyze situations and adopt an effective course of action.

Assume responsibility and leadership for routine problems.

Organize multiple tasks in an office setting with deadlines and conflicting demands.

Take responsibility and use professional judgment based on established guidelines and procedures.

Understand and follow oral and written directions.

Work confidentially with discretion and independently with little direction.

Interview, train, and provide work direction to student workers.

EMPLOYMENT STANDARDS

Minimum Qualifications:

High School Diploma or equivalent.

Five years of increasingly clerical and computer data entry experience, three years of which was in a community college, or university admissions and records office.

PHYSICAL REQUIREMENTS:

Position requires sitting and viewing a computer for expanded periods of time.