

JOB TITLE	LEVEL	GRADE	JOB. NO.
Admissions & Records Specialist II	E-3	03	421

DEFINITION

This is specialized office work of moderate complexity and variety. Employees in this class perform specific admissions and records duties which follow prescribed and well-established procedures. Detailed instructions and close supervision are given at the beginning of work and on subsequent new assignments; however, after employees become familiar with a particular procedure, they usually work with relative independence. Work involving more varied tasks is given closer supervision than that which is repetitive in nature, although work is normally reviewed or verified upon completion. Assignments will require major use of a computer keyboard as well as other office equipment.

EXAMPLES OF WORK PERFORMED

- ◆ Enters and maintains admissions and records data in Ellucian's Banner software system.
- ◆ Communicates with financial aid, instructors, division chairs, IT and Deans regarding student admissions, registration, attendance, reinstatement, and academic records.
- ◆ Performs major changes, registers students, and withdraws students.
- ◆ Evaluates high school transcripts and processes admissions applications.
- ◆ Processes grade changes, roster changes, academic standing updates, and manages Academic Bankruptcy and Course Forgiveness requests.
- ◆ Submits National Student Clearinghouse enrollment transmissions & error corrections.
- ◆ Approves and distributes enrollment verifications.
- ◆ Collects dual enrollment grades from instructors and distributes to high schools.
- ◆ Assists financial aid with the unofficial withdrawal process.
- ◆ Assists with creating new courses, new programs and pre-requisite settings in Banner.
- ◆ Assists with mass emails and email merges.
- ◆ Assists with duplicate resolution and incorrect SSNs.
- ◆ Sorts, checks for accuracy and completeness, posts and scans documents related to student record management.
- ◆ Maintains transcript associated files and routine correspondence.
- ◆ Assists with the beginning-of-term and end-of-term processing procedures.
- ◆ Backup for college transcript evaluator.
- ◆ Assist in coverage as needed for the front counter.
- ◆ Assist with graduation ceremonies at end of each semester.
- ◆ Perform related work as assigned by supervisor.
- ◆ Performs other duties as assigned.

(Any one position may not include all of the duties listed, nor do the examples cover all the duties which may be performed).

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- ◆ Experience with Banner (or similar ERP system) preferred.
- ◆ Effective oral and written communication skills. Effective telephone techniques.
- ◆ Ability to learn assigned clerical tasks readily and to adhere to prescribed institutional routines.
- ◆ Ability to make mathematical computations and tabulations accurately.
- ◆ Ability to keyboard at *50 correct (net) words per minute for 3 minutes*.
- ◆ Knowledge of advanced word processing, including merge functions, database and spreadsheet software (*Computer Level III Exam*). Knowledge of office procedures; general office procedures, GSCC procedures, composition, machine transcription, and records management (*Office Procedures Level III Exam*).
- ◆ Ability to understand and carry out moderately complex oral and written instructions. Ability to establish and maintain effective working relationships with students, other employees, and the public.
- ◆ Ability to maintain confidentiality of office information and FERPA compliance.

QUALIFICATIONS

Education:	Two (2) years of postsecondary education with a minimum of 15 semester hours in related coursework required .
Experience:	Five (5) years of experience in post-secondary student services office <i>with 3 years of experience as Admissions & Records Specialist I required</i> .
Personal Qualities:	Friendly personality; enthusiastic, positive attitude; evidence of trustworthiness and ethical conduct; effective human relations skills; strong work ethic.