

ENROLLMENT SERVICES TECHNICIAN**DEFINITION**

Performs a variety of complex clerical duties in Admissions and Records which requires specialized knowledge related to admissions, registration, transcript evaluation, enrollment eligibility and transfer rules and regulations. Involves frequent responsible contacts and the use of independent judgment in the application of related duties.

SUPERVISION

General supervision is provided by the Assistant Director and higher-level management personnel.

DISTINGUISHING CHARACTERISTICS

An Enrollment Services Specialist determines course equivalencies, eligibility, and evaluates transcripts according to State and Federal guidelines. Functional responsibility and the exercise of independent judgment is required in the performance of a variety of complex duties related to Admissions and Records.

An Enrollment Services Assistant performs a wide variety of duties, which includes processing requests from students, the dissemination of information, and solving routine problems related to Admissions and Records.

EXAMPLES OF DUTIES

Process and evaluate applications and forms for admission, registration, and status change.

Determine residency status of student applicants according to established sections of the State Education Code, Title V and Immigration and Naturalization laws applicable to community college admissions requirements.

Verify and input student information related to citizenship, residency, eligibility, and status changes using computerized designated database codes.

Provide accurate detailed information regarding the interpretation and application of rules, policies and procedures to students, staff, and public.

Respond via e-mail or telephone to inquiries regarding residency issues, admissions-related problems, and general inquiries.

Evaluate and certify coursework completed for the Intersegmental General Education Transfer Curriculum (IGETC) for CSU and UC institutions according to State Chancellor's Office and established college guidelines.

EXAMPLES OF DUTIES (continued)

Evaluate and certify courses completed at other schools (Passalong IGETC) according to current rules and regulations; prepare and forward certification and on-line and/or hard copy transcript to requested UC or CSU.

Evaluate and certify coursework completed for the California State University General Education Breadth Certification (CSU Breadth) according to State Chancellor's Office and established college and university guidelines; prepare and forward certification along with on-line and/or hard copy transcript to requested California State University.

Establish and maintain comprehensive and accurate files of on-line official transcripts and hard copy records, which may include GPA calculation, unit adjustment, higher-grade re-calculations, graduation posting and General Education Certification.

Provide quasi advisement regarding CSU and UC General Education Certification (IGETC and Breadth), Associate in Art and Science degrees and Certificate of Completion.

Process all official on-line and hard copy transcripts; maintain a computerized listing of all official transcripts processed.

Determine course equivalencies; evaluate transcripts; determine eligibility according to State and Federal guidelines for graduation and certificates.

Assist students with Touchtone Telephone Registration problems and/or questions.

Update student Personal Identification Numbers into computer database for registration purposes.

Collect and balance fees for registration, catalogs, transcripts, and related services; credit card processing; preparation of receipts for fee based services.

Prepare written correspondence to authorized public and private agencies requesting student information.

Review and process petitions for graduation and certificates for accuracy.

Certify Veteran's on VACERT – Automated Electronic Certification.

Scan and index admissions application, official transcripts, instructor rosters, semester grade sheets and other official documents into college's mainframe computer database.

Assist students with the navigation of computerized Kiosk systems throughout the college campus.

EXAMPLES OF DUTIES (continued)

Assist students via telephone or e-mail on the navigation of on-line student grades and any other on-line inquiries.

Disseminate admission information to local feeder high schools and provide on-site admissions.

Train and provide work direction to student workers.

QUALIFICATIONS

Knowledge of:

Computerized software and mainframe programs; computerized coding.

World Wide Web and navigation of on-line applications.

Applicable sections of the State Education Code and Title V.

Scanning and indexing of official documents.

Residency status and immigration laws application to community college admissions.

Veterans Administration regulations pertaining to educational benefits.

Procedures and policy related to the performance of duties in an Admissions and Records Office.

College catalogs and course descriptions, numbering systems and equivalencies.

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

Fees collection and accounting.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Modern office practices and equipment including automated word processing, record management, and filing systems.

Ability to:

Analyze and verify information.

Plan and organize work.

QUALIFICATIONS (continued)

Work confidentially with discretion.

Understand and follow oral and written directions.

Operate a wide variety of office machines and equipment including word processor, computer terminal, typewriter, copier, microfilm, and microfiche reader, scanner and calculator.

Make accurate mathematical calculations.

Use independent judgment and make decisions.

Interpret and communicate rules and laws verbally and in written correspondence.

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

Prioritize multiple duties and meet deadlines.

Analyze situations accurately and adopt an effective course of action.

EMPLOYMENT STANDARDS

Minimum Qualifications:

Two years of clerical experience.

One year experience working in an admissions office at a community college or university.

One year of course work in business or a related field may be substituted for one year of clerical experience.

Physical Requirements:

Standing for long periods of time at a counter responding to inquiries.