

ADMISSIONS AND RECORDS SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
XXXX	Admissions and Records Representative	02	001	6 mo.	2/15/20	Add
2755	Admissions and Records Officer	02	001	6 mo.	2/15/20	Revised
2756	Admissions and Records Specialist	02	001	6 mo.	2/15/20	Revised
2757	Admissions and Records Supervisor	02	001	6 mo.	2/15/20	Revised

Promotional Line: 80

Series Narrative

Employees in this series perform professional work in student admissions, records, and/or registration.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Admissions and Records Representative XXXX

Employees at this level perform entry-level admissions, records, and/or registration activities including data entry, directing inquiries, providing information, student academic records preparation, and/or records maintenance. They work under general supervision of higher-level personnel.

A(n) Admissions and Records Representative typically-

1. provides information and directs inquiries regarding departmental policies, procedures, and/or requirements;
2. receives, processes, maintains, and monitors admission applications;
3. maintains student academic records; monitors, prepares, and processes student academic record requests;
4. performs audits of electronic records systems; reconciles electronic records systems, as needed;
5. prepares and participates in both off and/or on-campus departmental activities;
6. compiles data for reporting purposes, as directed;

7. maintains current knowledge of all relevant policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
8. performs administrative duties such as answering phones, relaying calls and messages, scanning documents, data entry, providing information, etc.;
9. performs other related duties as assigned.

Level II: Admissions and Records Officer**2755**

Employees at this level perform professional-level admissions, records, and/or registration activities including credentials evaluation, policy interpretation, students' academic records analysis, and student registration work. They work under general supervision of higher-level personnel.

A(n) Admissions and Records Officer typically -

1. interprets student academic records; conducts credential evaluations to determine eligibility and/or completion of academic program requirements;
2. assists in the maintenance of student academic records;
3. interprets policies, procedures, and/or requirements related to admissions, records, and/or registration activities, under supervision;
4. assists in the compilation of data and drafting reports;
5. investigates and resolves issues within electronic records systems;
6. assists with student registration activities;
7. assists in both off and/or on-campus departmental activities;
8. enters, verifies, and updates data within an electronic records systems related to administrative holds, course catalogs, course schedules, course fees, grades, petitions/waivers, etc.;
9. evaluates intra- and inter-institutional transfers; investigates transfer credit issues;
10. performs duties of the lower level;
11. performs other related duties as assigned.

Level III: Admissions and Records Specialist**2756**

Employees at this level serve as a professional specialist in admissions, registration, or records activities. They are responsible for supervising the activities of a professional staff engaged in student admissions, records, and/or registration programs. They work under general supervision of higher-level personnel.

A(n) Admissions and Records Specialist typically –

1. assists with personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
2. serves as a specialist in admissions, records, and/or registration activities;
3. counsels and advises on policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
4. serves as a liaison for admissions, records, and/or registration department(s); represents department(s) on various committees;
5. reviews and processes credential evaluations; processes admissions applications;
6. reviews and processes intra- and inter-institutional transfers; awards transfer credits;
7. assists with the development and implementation of departmental policies, procedures, goals, and initiatives;
8. conducts data analyses and prepares reports;
9. monitors and manages data within the electronic records systems;
10. assists with monitoring, researching and distributing information regarding changes in policies, procedures, and/or requirements related to admissions, records, and/or registration activities
11. performs duties of the lower levels;
12. performs other related duties as assigned.

Level IV: Admissions and Records Coordinator**2757**

Employees at this level direct and coordinate the activities of a professional staff engaged in student admissions, records, and/or registration activities. They work under general supervision from a designated administrator(s).

A(n) Admissions and Records Coordinator typically -

1. coordinates and oversees admissions, records, and/or registration activities;
2. coordinates and oversees personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
3. oversees the maintenance of student academic records; manages compliance and retention of student academic records;
4. coordinates both off and/or on-campus departmental activities;
5. directs and coordinates reporting activities;

6. monitors, researches and distributes information regarding changes in organizational policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
7. oversees the development and implementation of departmental policies, procedures, goals and initiatives;
8. performs duties of the lower levels;
9. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS

Level I: Admissions and Records Representative

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any one or combination totaling **two (2) years (24 months)** from the categories below:
 - A. college course work in business, communication, education, public relations, social science or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours or an Associate's Degree equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours equals **three (3) years (36 months)**
 - B. work experience or training from a vocational, technical, or an armed forces program which could include collegiate admissions, public relations, recruitment, program planning, records analysis, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications, as needed.
2. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.
3. Knowledge of electronic equipment, computer hardware and software, and their applications.

4. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
5. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
6. Ability to understand implications of new information for both current and future problem-solving and decision-making.
7. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
8. Ability to communicate effectively as appropriate for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.
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Level II: Admissions and Records Officer**2755**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any combination totaling **three (3) years (36 months)** from the categories below:
 - A. college course work in business, communication, education, public relations, social science or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours or an Associate's Degree equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours equals **three (3) years (36 months)**
 - B. work experience or training from a vocational, technical, or an armed forces program which could include collegiate admissions, public relations, recruitment, program planning, records analysis, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications, as needed.
2. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.

3. Knowledge of electronic equipment, computer hardware and software, and their applications.
4. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
5. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
6. Ability to understand implications of new information for both current and future problem-solving and decision-making.
7. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
8. Ability to communicate effectively as appropriate for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.

Level III: Admissions and Records Specialist**2756**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent.
2. Any combination totaling **five (5) years (60 months)** from the categories below:
 - A. college course work in business, communication, education, public relations, social science or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours or an Associate's Degree equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours equals **three (3) years (36 months)**
 - B. work experience or training from a vocational, technical, or an armed forces program which could include collegiate admissions, public relations, recruitment, program planning, records analysis, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.
2. Knowledge of electronic equipment, computer hardware and software, and their applications.

3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. Ability to identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
5. Ability to understand implications of new information for both current and future problem-solving and decision-making.
6. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
7. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
8. Ability to communicate effectively as appropriate for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.

Level IV: Admissions and Records Coordinator**2757**

1. High school graduation or equivalent
2. Any one or combination totaling **six (6) years (72 months)** from the categories below:
 - A. college course work in business, communication, education, public relations, social science or a closely related field, as measured by the following conversion table or its proportional equivalent:
 - 60 semester hours or an Associate's Degree equals **one (1) year (12 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours equals **three (3) years (36 months)**
 - B. work experience or training from a vocational, technical, or an armed forces program which could include collegiate admissions, public relations, recruitment, program planning, records analysis, records management, or closely related experience.
3. **One (1) year (12 months)** of supervisory or administrative experience which could include collegiate admissions, public relations, recruitment, program planning, records analysis, records management, or closely related experience.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, data entry, designing forms, and other office procedures and terminology.

2. Knowledge of electronic equipment, computer hardware and software, and their applications.
3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
4. Ability to identify measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
5. Ability to understand implications of new information for both current and future problem-solving and decision-making.
6. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
7. Ability to exhibit strong organizational skills and maintain detailed, accurate records.
8. Ability to communicate effectively as appropriate for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.