

ADMISSIONS AND RECORDS SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date	Last Action
2754	Admissions and Records Assistant	02	001	6 mo.	07/15/21	Add
2755	Admissions and Records Representative	02	001	6 mo.	07/15/21	Revised
756	Admissions and Records Officer	02	001	6 mo.	07/15/21	Revised
2757	Admissions and Records Coordinator	02	001	6 mo.	07/15/21	Revised/ CIT

Promotional Line: 080

Series Narrative

Employees in this series perform specialized student admissions, records, and/or registration duties that include: interacting with internal and external constituents regarding admissions, records, and/or registration activities; interpreting policies, procedures, and/or requirements; creating, maintaining, analyzing, and interpreting official student academic records; and utilizing and maintaining data within electronic systems.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Admissions and Records Assistant 2754

Employees at this level serve as an interface between internal and external constituents and admissions, records, and/or registration department(s). They perform a variety of specialized support duties including providing information, directing inquiries, and maintaining student academic records. They work under general supervision of higher-level personnel.

A(n) Admissions and Records Assistant typically –

1. provides information and directs inquiries regarding policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
2. receives, processes, maintains, and monitors admission applications;
3. maintains student academic records; receives, monitors, prepares, and processes student academic record requests;
4. analyzes, troubleshoots, and performs audits of electronic systems; reconciles electronic systems, as directed;
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 support 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 Representative

2755

Employees at this level perform skilled admissions, records, and/or registration duties including credential evaluations, policy interpretation, students' academic records analysis, and student registration work. They work under general supervision of higher-level personnel.

A(n) Admissions and Records Representative typically -

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

Level III: Admissions and Records Officer

2756

Employees at this level perform specialized admissions, records, and/or registration duties, provide analytical support and serve as a liaison for admissions, records, and/or registration department(s). They work under general supervision of higher-level personnel.

A(n) Admissions and Records Officer typically –

1. serves as a liaison for admissions, records, and/or registration department(s);
2. assists with personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;

3. serves as specialist for admissions, records, and/or registration activities;
4. interprets and advises on policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
5. participates in the development and implementation of operational policies, procedures, goals, and initiatives;
6. conducts data analysis and prepares reports;
7. monitors and manages data within electronic systems;
8. assists in monitoring, researching, and distributing of information regarding changes in policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
9. performs duties of the lower levels;
10. performs other related duties as assigned.

Level IV: Admissions and Records Coordinator

2757

Employees at this level direct and/or coordinate activities and programs within the admissions, records, and/or registration department(s). They work under general supervision of higher-level personnel.

A(n) Admissions and Records Coordinator typically -

1. directs and coordinates activities and/or programs within the admissions, records, and/or registration department(s);
2. directs and coordinates personnel functions such as interviewing, selecting, training, supervising, evaluating performance, and/or developing staff, work schedules, and assignments;
3. represents the department(s) on various committees;
4. oversees and manages electronic systems and integrations;
5. directs and coordinates reporting activities;
6. directs and coordinates the maintenance of student academic records; manages compliance and retention of student academic records;
7. monitors, researches, and distributes information regarding changes in policies, procedures, and/or requirements related to admissions, records, and/or registration activities;
8. directs and coordinates the development and implementation of operational policies, procedures, goals, and initiatives;
9. performs duties of the lower levels;
10. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS

Level I: Admissions and Records Assistant

2754

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. Any one or combination totaling **one (1) year (12 months)** from the categories below:
 - A. course work in any discipline, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals **one (1) year (12 months)**
 - B. work experience which could include administrative support, admissions and enrollment, customer service, public relations, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of basic math, algebra, statistics, and their applications, as needed.
3. 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.
4. Knowledge of electronic equipment, computer hardware and software, and their applications.
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 for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.
10. Ability to process and handle confidential information with discretion.

Level II: Admissions and Records Representative

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CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. Any one or combination totaling **two (2) years (24 months)** from the categories below:
 - A. coursework in any discipline, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals **one (1) year (12 months)**
 - 60 semester hours or an Associate's degree equals **eighteen months (18 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - B. work experience which could include administrative support, admissions and enrollment, customer service, public relations, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of basic math, algebra, statistics, and their applications, as needed.
3. 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.
4. Knowledge of electronic equipment, computer hardware and software, and their applications.
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 for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.
10. Ability to process and handle confidential information with discretion.

Level III: Admissions and Records Officer

2756

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. Any one or combination totaling **three (3) years (36 months)** from the categories below:

- A. coursework in any discipline, as measured by the following conversion table or its proportional equivalent:
- 30 semester hours equals **one (1) year (12 months)**
 - 60 semester hours or an Associate's degree equals **eighteen months (18 months)**
 - 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours or a Bachelor's degree equals **three (3) years (36 months)**
- B. work experience which could include administrative support, admissions and enrollment, customer service, public relations, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of basic math, algebra, statistics, and their applications, as needed.
3. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
4. Knowledge of electronic equipment, computer hardware and software, and their applications.
5. 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.
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 for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.
10. Ability to process and handle confidential information with discretion.

Level IV: Admissions and Records Coordinator

2757

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school diploma or equivalent.
2. Any one or combination totaling **four (4) years (48 months)** from the categories below:
 - A. coursework in any discipline, as measured by the following conversion table or its proportional equivalent:
 - 30 semester hours equals **one (1) year (12 months)**
 - 60 semester hours or an Associate's degree equals **eighteen months (18 months)**

- 90 semester hours equals **two (2) years (24 months)**
 - 120 semester hours or a Bachelor's degree equals **three (3) years (36 months)**
 - Master's degree equals **four (4) years (48 months)**
- B. work experience which could include administrative support, admissions and enrollment, customer service, public relations, records management, or closely related experience.
3. **One (1) year (12 months)** of supervisory or administrative experience which could include administrative support, admissions and enrollment, customer service, public relations, records management, or closely related experience.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of principles and processes for providing customer service.
2. Knowledge of basic math, algebra, statistics, and their applications, as needed.
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. Knowledge of electronic equipment, computer hardware and software, and their applications.
5. 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.
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 for the needs of the audience.
9. Ability to interpret work related documents, policies, and procedures.
10. Ability to work independently and effectively organize and prioritize multiple tasks.
11. Ability to process and handle confidential information with discretion.