

BARSTOW COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ADMISSIONS & RECORDS TECHNICIAN III

RANGE 22

BASIC FUNCTION

Under the direction of the Dean of Enrollment Services, the Admissions & Records (A&R) Technician III provides leadership, training, coordination, and work direction of the A&R department, focusing on evaluation and graduation determination. This position serves as a key point of contact for deans, faculty, counselors, administrators, students, and the general public. The role includes interpreting policies and delivering advanced technical support related to admissions procedures, student records, registration, evaluations, and graduation processes.

REPRESENTATIVE DUTIES:

Employees in this role perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to the assigned area of responsibility.

- Analyzes data, systems, and the overall context of a problem, and independently resolves complex technical issues related to admissions and records, requiring minimal or no supervisory guidance or approval (e.g., determining state residency requirements for obscure or non-routine cases, troubleshooting student system glitches, resolving registration and/or student account problems, etc.).
- Promptly responds to inquiries, delivering detailed and accurate information about activities, standards, priorities, timelines, requirements, policies, and procedures.
- Prepares and provides statistical reports.
- Investigate and collect appropriate documentation to make official determinations on petitions regarding no-shows, drops after the withdrawal deadline, military withdrawals, etc.
- Processes, and maintains records on advanced transactions such as transcript evaluation, advanced placement, section changes, course equivalencies, substitutions, waivers, reinstatements, and referrals.
- Assists faculty with class rosters, reinstatements, processing grades, drop reports, entering positive attendance, grade changes, and generating add authorization codes. Provides information regarding online grading and dropping courses.
- Manages admissions application queue daily; reviews enrollment reports for data integrity ensuring fraudulent preventative and monitoring activities are intact; recommends actions based on report findings.
- Maintains and updates degree audit software (e.g. DegreeWorks) based on curriculum updates, program requirements, and academic policies. Regularly works with IT and software vendors to implement updates and enhancements to the degree audit system.
- Collaborate with the Counseling department to ensure an accurate reflection of degree requirements in the system, regularly reviewing and resolving discrepancies. Conducts regular audits and testing of degree audit reports to ensure accuracy and functionality.
- Trains and assists faculty, staff, and students in understanding and using the degree audit

system. Develops user training and manuals to provide greater usage and understanding of the degree audit system. Prepares procedural manuals and other electronic information databases; updates procedural manual with changes made to programs and new office requirements; provides recommendations for changes in operations and procedures.

- Processes graduation petitions, ensuring timely posting of graduation status to student transcripts and coordinating the printing and distribution of diplomas. Collaborates with relevant departments to verify student eligibility and maintains accurate records of student completions. Provides support to students and staff throughout the graduation process.
- In collaboration with faculty, coordinates the determination of equivalency of courses taken at other colleges and institutions; verifies course level, content, unit value, and grading system from college catalogs or through correspondence with other institutions or use of electronic sources.
- Supports articulation activities including initiating, developing, maintaining, and disseminating articulation programs with various universities. Collaborates with articulation officer(s), Dean of Counseling and Student Success, and other campus and external entities connected to articulation.
- Coordinates and manages the maintenance of the college course catalog, ensuring it reflects the most current course offerings, requirements, and policies. Monitors timely updates to the catalog in response to curriculum changes, ensuring accuracy and consistency. Ensures that updates to policies and procedures are reflected on the website and that all related forms are revised accordingly.
- Engages in clear and professional communication with students, faculty, staff, and the public through various channels, including in person, email, website updates, online messaging, and telephone. Prepares batch communications such as mail merges and other targeted messaging. Drafts correspondence, reports, and materials, ensuring confidentiality and compliance with privacy standards.
- Interviews and recommends candidates for the hiring and training of student workers. Provides direct input on student worker performance.
- Assists in monitoring budgets and preparing inventories by organizing historical and proposed materials. Processes requisitions and verifies available funds.
- Extensive knowledge of and ability to perform duties of an A&R Technician I and II.
- Performs other job-related duties as assigned.
- Serve as Designated School Official (DSO) with SEVIS (Student Exchange Visitor Information System) assisting international students with application, enrollment and issuance of F1 Visa.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Operations, services, and activities of an Admissions and Records program area.
- Principles of lead supervision and training.
- Pertinent federal, state, and local laws, codes, and regulations including applicable sections of the state education code.
- District policies and requirements regarding admissions and records, residency evaluation, appeal resolution, articulations, graduation, and other general admissions and records requirements.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

- Principles, practices, and procedures of record keeping. Business letter writing and basic report preparation.
- Methods and standards used in processing college paperwork.
- Principles and practices used to establish and maintain files and information retrieval systems.
- Techniques of the proper customer service etiquette.
- Basic mathematical concepts of basic accounting procedures.

Ability to:

- Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
- Work under steady pressure with frequent interruptions and a high degree of public contact. Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.
- Independently perform specialized office support, clerical, and technical duties and activities of a general and specialized nature in support of the assigned Admissions and Records functions.
- Exercise initiative and sound judgment in solving difficult and complex administrative and technical problems within established procedural guidelines.

EDUCATION AND EXPERIENCE:

Education/Training: Associate's degree in liberal arts, business, or a related field, supplemented by specialized training or coursework in clerical or office-related areas.

Experience: Three years of progressively responsible technical and clerical experience, preferably in educational settings, including roles in admissions, financial aid, or administrative support for instructional delivery. Additional higher education may be considered as a substitute for a portion of the required experience.

SALARY RANGE: 22

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

Board Approved: February 19, 2025