ADMISSIONS & RECORDS SYSTEMS COORDINATOR

DEFINITION

This is an advanced technical position that applies knowledge of federal, state and institutional Admissions & Records regulations and policies to implement, maintain, and improve computer systems and processes within the Admissions & Records operation. Under general direction of the assigned Administrator, the Admissions & Records Systems Coordinator assists in the planning, organization and leading of the Admissions & Records Office, with primary responsibility of oversight of all software applications and processes used by the Admissions & Records staff.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties not listed, but within classification.

1. Perform professional -level duties related to Admissions & Records system analysis, including: evaluation, design, development, testing, implementation, documentation, research, data compilation, data analysis, preparation of a variety of reports, and college-wide recommendations.

2. Review and analyze admission applications for potential fraud, verifying the legitimacy of the applicant; review and analyze enrollments at the college, identifying and removing fraudulent enrollees.

3. Lead in planning, organizing and implementing Admissions & Records Office operations.

4. Identify system or procedural problems and initiate appropriate response; heavy problem solving and multi-tasking, analyzing situations accurately and adopting an effective course of action; lead for complex problem resolution; know and use resources to troubleshoot and resolve; provide training and guidance for staff development.

5. Keep abreast of present and pending Federal and State regulations governing Admissions & Records; interpret and apply state and federal requirements to ensure compliance; assist in developing policies and procedures for Admissions & Records.

6. Oversee complex student information database; communicate with ITS to update the database to comply with state mandates; coordinate with ITS to troubleshoot, review, test, and modify system problems.

7. Compile information and data for various reports; check and ensure accuracy of the data.

8. Maintain accurate and detailed spreadsheets, files, and records; verify accuracy of information, research discrepancies, and record information.

9. Verify and review forms and reports for completeness and conformance with established regulations and procedures; apply departmental and program policies and procedures in determining completeness of applications, records, and files.

10. Analyze and document end user work processes and system requirements; recommend or refine business process and system specifications; coordinate, implement, and test system upgrades, expansions, and solutions.

11. Lead responsibility for testing and coordinate installation and upgrades of Admissions & Records hardware/software with ITS; incorporate new federal & state regulation requirements and office policies and procedures, etc.; develop and maintain various process instructions.

12. Coordinate and provide training and technical support to Admissions & Records staff, incorporating external and internal resources, including Banner documentation and ITS, as needed.

13. Serve as office liaison with ITS; ensure that high level of security is maintained by office computer users.

14. Exercise sound, consistent and professional judgment in reviewing student records, conducting needs analysis, advising students, and in evaluating student records due to special circumstances.

15. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge and Skills

1. Extensive knowledge of federal and state regulations, policies and guidelines related to area of assignment.

2. Advanced knowledge and familiarity with student information system (Banner or other Oracle-based system preferred); knowledge of basic principles of data communication and high level of skill in operating computer systems and related equipment.

3. Strong analytical abilities and problem-solving skills; ability to complete complex tasks without close supervision; must be able to handle constant interruptions and simultaneously meet project deadlines.

4. Ability to communicate clearly about complex issues, both orally and in writing.

5. Ability to supervise and guide assigned personnel; knowledge of principles and techniques of supervision.

6. Previous experience, understanding of and sensitivity to the diverse academic socio-economic, cultural, and ethnic backgrounds comprising the local community.

Ability to:

1. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

2. Perform detailed and complex specialized technical, programmatic, and administrative support duties involving the use of independent judgement.

3. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

4. Organize, assimilate, and analyze information.

5. Prepare clear and concise reports.

6. Set up and maintain a variety of databases.

7. Set up and maintain a variety of files and records.

8. Analyze situations accurately and adopt an effective course of action.

9. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

10. Adapt to changing technologies and learn functionality of new equipment and systems.

11. Communicate clearly and concisely, both orally and in writing.

Minimum Education & Experience - Combination of the following would provide a way to obtain the required knowledge and abilities.

Education/Training: A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, workforce/economic development, education, or a related field.

Experience: Three years of increasingly responsible administrative, technical, and/or programmatic experience related to admissions and records, preferably developing and operating programs and complex systems.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; occasionally travel from site to site. Incumbents may be required to work evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.