

New Classified Hiring/Position Justification

Hiring Division/Department: Admissions & Records/Enrollment Services _____ **Position Title:** Admissions & Records Assistant II _____

Classification

Position type: Permanent X Full Time _____ # of months _____
 Part Time X % of Full Time 47 # of months 12

Position: General Funds 10003-3333-2130-621000
 Allocation: External Funds* _____ Expiration Date _____

Budget Information

Grade 20 Step 5 Annual Salary 25,763.00

Justification

Please respond to the following questions in electronic format to the appropriate Dean, Manager or Vice President. Additional information may be provided as relevant for position justification.

1. Describe the specific needs for the position requested and the duties of this position in a brief statement.

Admissions and Records is requesting to increase our .53% A&R II position to a 100%. A reassignment of a 100% position left the office with 50% of the desk's work needing to be reassigned to already full desks. The overload compromises the efficiency of the office and would be relieved by increasing the .53% A&R II position to 100%.

The duties of this position are as follows:

- Exchanges information with current and prospective students, staff, other educational institutions, governmental agencies (eg. Immigrations, Veterans, Social Security, Dept. of Rehab. etc) and the general public regarding student enrollment policies, procedures and related matters, proprietary and other records, fees, services, programs and activities.
- Provides input to lead and supervisory staff regarding customer service enhancements, web and other electronic modifications, operational procedures and enrollment services programs, outreach and activities.
- Attends meetings to obtain current information. Assists staff in making presentations to small and large groups regarding enrollment policies, procedures, timelines, electronic services, fees, and required forms. Responds to telephone, electronic and written inquiries.

- Enters, modifies and retrieves enrollment and related data into a database; sets up and maintains a variety of complex electronic and manual files of student enrollment data, foreign student admissions, transcripts, transfer, certification, graduation and student eligibility, support services, demographics and fee schedules.
- Uses spreadsheets and a variety of computer software to format data and prepare routine reports, correspondence, forms, surveys and informational materials; provides input into the development and modification of computer programs, screens and reports, in conjunction with lead and supervisory staff.
- Assists students and evaluates student records for accurate completion of forms and required information; compares electronic and other records of completed coursework to verify various eligibility requirements and completion of certificate programs and graduation, transfer and other requirements.
- Completes verification forms and other written inquiries as assigned; analyzes transcripts to compare with required courses; analyzes foreign student records for compliance to immigration, district, and other specialized regulations or requirements needed for other educational institutions and governmental agencies.
- Reviews and audits student applications, student electronic and manual files to complete reports and surveys, and to respond to telephone, electronic, in-person and written inquiries; refers inquiries to other staff or departments as appropriate.
- Scanning and indexing of hard copy documents.

2. Explain how this position aligns with and supports the mission and strategic goals of the college.

Increasing the A& R II position from .53% to a 100% aligns and supports the mission of the college in the attempt to continue providing a range of student services to assist students in attaining their educational and career goals and by providing responsive support services. There are several objectives in the Educational Master Plan which are addressed by having this position, to include Completion 2.1 Improving Connections, 2.4 Providing information on pathways, and 2.9 Providing information on degrees and certificates.

3. Explain how adding this position will strengthen the department or division.

Increasing the A&R II position from .53% to a 100% would eliminate delays in processing time and would allow the office to run more effectively. There is a significant amount of paperwork in the office as well as phone calls that must be addressed. Increasing our A&R II position will allow the completion of these tasks at a much faster rate.

4. Explain how this work will be accomplished if the position is not filled.

Delays in processing time cause student frustration and employee burn out. During peak periods additional dollars would be needed to hire hourly employees.

Please submit completed Classified Position Hiring/ Position Justification electronically to the responsible administrator in your division or department.

This position has been reviewed by the department or division and is recommended for hiring.

Dean / Director / Hiring Supervisor

Date