SIERRA COLLEGE

Job Description

JOB TITLE: Admissions and Records Technician

PAY GRADE: CL 18

LAST REVISED: July 2025

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, performs program, technical, and administrative duties in support of Admissions and Records programs and services; and serves as a technical and subject matter expert, including providing information, training, and assistance to students, District staff, and the public.

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 or different duties from those set forth below to address business needs and changing business practices.

1. Maintains student records within the District's Banner Enterprise Resource Planning (ERP) and related systems; enters and updates student registration and eligibility; researches and resolves admissions and registration errors, flags, and concerns; verifies student information across interconnected software systems; receives and reports student information to federal and state organizations; scans, processes, and determines appropriate documents for imaging in support of student records.

2. Processes applications, petitions, forms, transcripts, and other requests; reviews records and information for changes in application status; processes enrollment changes and enters grade changes to ensure a student's academic records are updated and accurate; provides students with procedures and information for form and petition completion and compliance; explains application requirements and restrictions; reviews completed petitions and forms for accuracy and completeness.

3. Provides front line customer service for the department; assists students with the enrollment processes of application, registration, tuition information, prerequisite requirements, and residency status; assists students with adding, dropping, waitlisting, or repeating classes; researches student financial obligations; places and releases Admissions and Records related holds on student accounts and tracks student transcript history.

4. Reviews, verifies, and determines status of applications, forms, and petitions; refers issues or problems to supervisor for assistance and resolution; follows up and notifies students of status and obtains additional information, as needed; verifies student enrollment status and information, including grade point average verifications; responds to requests from educational institutions and agencies involving the verification of student status and records.

5. Coordinates, receives, and processes mass drops and adds; processes registration for Dual Enrollment courses and coordinates registration with Student Accessibility Services (SAS) for Adaptive Education Courses.

6. Collaborates with appropriate staff to coordinate and execute the processes and steps for academic standing; analyzes, reviews, and corrects datasets and prepares reports for academic standing processes.

7. Provides technical assistance and information to students, District staff, and the public regarding admissions, registration, and records; refers students to other student services and resources, as needed.

8. Reviews, verifies, and determines residency status based on California residency requirements; reviews, analyzes, and reconciles conflicting, incomplete, or inaccurate documentation; verifies, updates, codes, and enters application information into the ERP system student and instruction module.

9. Researches and submits student enrollment data to the National Student Clearinghouse (NSCH); analyzes and reviews provided data when correcting and updating NSCH error reports.

10. Works with military branches on producing and releasing accurate data according to the Solomon Act.

11. Provides information and assistance to law enforcement agencies; coordinates and compiles subpoena requests; provides student record information to other campus departments or offices, as needed.

12. Performs clerical and administrative duties in support of department operations; composes and prepares office correspondence, materials, reports, forms, brochures, presentations, handbooks, manuals, and information; maintains and orders supplies; assists with planning, developing, and implementing department operations and procedures; recommends changes regarding Admissions and Records policies and procedures; collects, compiles, verifies, and records information in preparation of reports.

13. Assists Information Technology Services (ITS) in data corrections for Management Information Systems (MIS) reporting submission criteria in compliance with the California Community College Chancellor's Office (CCCCO); researches and submits merge requests for duplicate student records in collaboration with ITS.

14. Determines eligibility of military DD214 service records as unit credits, evaluates, and posts transfer coursework from International Baccalaureate (IB), College-Level Examination Program (CLEP), and Credit for Prior Learning (CPL) for equivalency; posts Honors notations on student transcripts.

15. Participates in software testing of relevant aspects of the ERP system student and instruction module.

16. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.

17. Performs related duties that support the overall objective of the position.

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 of:

- Sierra College and operations of the Admissions and Records department.
- Operational characteristics, services, and activities of the Admissions and Records department.
- External and public agencies, services, and resources.
- Federal, state, and local laws, codes, and regulations regarding community college admissions and records and the support of students, including, but not limited to, the Family Educational Rights and Privacy Act (FERPA) and the Americans with Disabilities Act (ADA).
- Principles, practices, and techniques of customer service.
- Basic research methods and data analysis techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Provide assistance, training, and information to students, District staff, and the public concerning Admissions and Records program, services, functions, and resources.
- Participate in workshops, special events, and presentations.
- Research, compile, analyze, and interpret data.
- Maintain current, accurate, and confidential records and files.

- Properly handle difficult, sensitive, and confidential situations and materials.
- Use sound judgment in recognizing scope of authority.
- Plan and organize work to meet changing priorities and deadlines with frequent interruptions and a high degree of public contact.
- Utilize office procedures, methods, and equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification, including the District's Banner Enterprise Resource Planning (ERP) system.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain confidentiality of information.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with and show sensitivity to a diverse student population from a wide range of ethnic, socio-economic, gender, sexuality, and accessibility backgrounds.
- Work independently and collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training
- Equivalent to completion of the twelfth grade or General Educational Development (GED) supplemented by college level course work.

Experience
- Two years of increasingly responsible clerical and program support experience preferably in a student services office area or related experience.

License/Certificate - *Possession of, or ability to obtain within a reasonable timeframe, each of the following:*
- Valid California Driver's License.

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. Position may be required to work evenings, nights, and weekends. Position may require occasional travel to other locations.

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 walk, 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.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approved: July 15, 2025