

REGISTRATION SPECIALIST

DEFINITION

Under general supervision, performs specialized work in enrolling and registering students; provides information and assistance to students and visitors regarding registration, student records, and admissions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class that performs the full range of registration support services, including student registration, monitoring attendance, and maintaining and updating the College's student database system. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from other clerical and administrative support classes in that it is responsible for performing specialized work in the enrollment and registration of students and maintaining and updating student records.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs registration support services to support departmental operations, including enrolling and registering students and creating and updating student databases; monitors waiting lists; notifies students of cancelled classes and various other registration updates; answers questions from and provides support services to students and visitors regarding registration, admissions, and student records policies and procedures of the College.
2. Audits and monitors attendance; ensures weekly attendance posting is completed accurately by instructors; runs missing attendance reports and contacts instructors as needed.
3. Assists students with placement tests, including preparing testing materials and sign-in sheets, providing information to counselors to proctor tests, and updating student database systems.
4. Compiles information and data for various reports; checks and ensures accuracy of the data.
5. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
6. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
7. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.

8. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
9. Screens calls, visitors, and incoming mail; assists students and visitors and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
10. Composes, types, formats, and proofreads a variety of routine letters, reports, marketing materials, and documents.
11. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Student registration rules, processes, and procedures of a community college.
3. Interpret, apply, and explain the registration rules and procedures of the College.
4. Applicable federal, state, local, and College policies, codes, regulations, technical processes, and procedures related to the function to which assigned.
5. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
6. Record keeping principles and procedures.
7. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
8. Techniques for providing a high level of customer service by effectively dealing with the public, students, and College staff, including individuals of various ages, disabilities, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.

3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and College policies, procedures, and regulations.
5. Respond to and effectively prioritize multiple phone calls and other requests for service.
6. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
7. Make accurate mathematical and basic statistical computations.
8. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Organize own work, set priorities, and meet critical time deadlines.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Depending on assignment, may be required to speak a designated second language.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to the completion of twelfth (12th) grade; and
2. Two (2) years of general office administrative experience.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 7/2023