



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
ADMISSIONS & RECORDS ASSISTANT IV	29	F	2.225
ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

SERIES CONCEPT

Admissions & Records Assistants perform a variety of clerical and technical support duties in the Admissions and/or Records Office at a State college, community college or university. The purpose of the work is to review student data to determine if established admission requirements have been met and maintain records for students who are admitted including records of academic progress and achievements. Admissions & Records Assistants work with faculty, staff, and community to address student enrollment, persistence, and completion efforts. Typical duties include, but are not limited to, the following: assisting students in the office, on the telephone and through various forms of written and electronic correspondence; entering and retrieving data in computer equipment; processing applications, petitions and appeals; maintaining student information; and determining eligibility for graduation. Positions in this series may perform the full spectrum of duties described below, or they may specialize in one or more areas such as transcript evaluation, determining residency or maintaining student files. Supervision of temporary workers and student employees may be assigned at any level in the series, but supervision of permanent classified staff more often occurs at the higher levels in the series.

Receive and review applications for admission to ensure accuracy and completeness; contact applicants to obtain missing information, resolve inconsistencies or explain admission requirements; review immunization records; make residency determinations based on established criteria; and ensure applicants meet all college/university entrance requirements.

Communicate with internal work units, supervisors, faculty, administrators, students, other educational institutions and the general public to provide, obtain and exchange information; apply, explain and clarify admissions and/or records policies and procedures of the Nevada System of Higher Education (NSHE) and the institution to which assigned.

Obtain and evaluate official transcripts of applicants' academic achievements; determine accreditation of previous schools and the acceptability of transfer credits and course equivalencies from other educational institutions; identify duplicate courses; calculate grade point averages (GPA); evaluate documented scores on various standardized tests; and notify applicants of admissions acceptance or denial.

Establish and maintain computerized and manual records; enter data including students' personal information, admission status, academic progress, grades, credits and related data; update information such as name changes, course exemptions, credit by examination, grade changes, add/drops, change of major, suspension status changes and repeat adjustments; facilitate development of an academic schedule including training staff on building classes, assigning classes to locations, cleaning up class details and location data, and publishing class information.

Encode information from college catalogs and interpret degree requirements established by the academic department, college and university; review reports reflecting specific course work completed, credits earned and GPA to determine conformance with graduation requirements; enter substitutions, waivers and changes.

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Page 2 of 8

SERIES CONCEPT (cont'd)

Review, collect, compile, compute and maintain student related data and operational documentation and reports; extract data from a variety of files, manuals, reports and external sources.

Assist as needed in performing general office support duties such as file maintenance, processing bulk mailings, typing, preparing correspondence, and maintaining office security.

Assist in preparations for graduation ceremonies.

Perform related duties as assigned.

ALLOCATION OF POSITIONS

Allocation of positions to a level within the series is determined by a review of the nature and complexity of work performed; the knowledge, skills and abilities required; independence/supervision received; scope of responsibility/consequence of error; authority to take action/decision-making; and personal contacts necessary to complete work. Supervision of other employees may occur at any level within the series, but it is not a requirement for allocation to the higher levels.

In order to be reallocated from one level in the series to a higher level, a position must spend the preponderance of the time performing higher level duties which meet the factor level definitions provided in the class concepts. Some positions may meet the definition of a higher-level class for one or two factors or duties, but this does not provide the basis for reallocation to the higher level. The duty statements listed are intended to be representative of the level, but all classification factors must be considered in relation to the duties assigned to a position in order to determine the appropriate classification.

CLASS CONCEPTS

Admissions & Records Assistant IV: Positions at this level perform the most complex admissions and/or records assignments and are typically responsible for overseeing day-to-day operations of a major component within an admissions and/or records office such as admissions or records. The scope of duties performed includes supervising lower level admissions and/or records staff; serving as liaison between students, admissions and/or records staff, faculty and administration; resolving the most complex problems referred by subordinate staff and making appropriate determinations and evaluations. In addition, incumbents may, on an ongoing basis, coordinate input and output from automated information systems; edit and audit computer reports; implement system enhancements; and recommend operational improvements to admissions and/or records processing activities.

Nature and complexity of work. Assignments at this level are specialized and involve variable situations and circumstances which require the employee to interpret and apply information to the specific situation. There may be little established precedent, and the employee must use some analytical and creative thinking to determine an appropriate course of action. Problem solving at this level frequently requires general research, factual comparisons, and the examination of detailed and complex information.

Knowledge, skills and abilities required. Assignments require specialized knowledge, skills and abilities typically acquired by several years of work experience in a full-service admissions and/or records office. Work requires the ability to perform complex procedural assignments and an understanding of the overall functions and operations of an admissions and/or records office.

Supervisory/managerial responsibility. The employee may supervise lower level employees, student employees, temporary workers or volunteers.

ADMISSIONS & RECORDS ASSISTANT IV	29	F	2.225
ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
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ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 3 of 8

CLASS CONCEPTS (cont'd)

Admissions & Records Assistant IV (cont'd)

Independence/supervision received. The employee receives direction and assignments in broad terms and is expected to work independently according to general instructions and within guidelines which are typically in the form of administrative directives, institutional policy, and a variety of criteria and requirements directly pertinent to admissions and/or records. Overall work products may be reviewed by professional staff or management to ensure conformance to established standards of quality, applicable regulations and general acceptability.

Scope of responsibility/consequence of error. Work products impact admissions and/or records operations as a whole and directly affect the customized services provided to applicants, students, faculty, staff and administrators. Errors affect the content, quality, adequacy and timeliness of services provided to individual applicants and students and often have monetary consequences as well as a loss of credibility or embarrassment to the office.

Authority to take action/decision-making. The employee may consult the supervisor, but is authorized to make decisions and judgments within a prescribed area of authority. Employees at this level have acquired specialized knowledge and are recognized experts who resolve the most complex and difficult problems and make decisions including approving waivers, exceptions and other evaluative determinations.

Personal contacts. Personal contacts involve obtaining, providing and exchanging specialized information, as well as the interpretation and explanation of complex institutional policies and requirements. The purpose of the contacts may include convincing others to take a specific course of action, resolving difficult problems, developing implementation procedures, or defending and justifying actions to individuals or groups who may not always be cooperative and receptive.

Admissions & Records Assistant III: Positions in this class must, a preponderance of the time, perform advanced journey level work which includes international student admission involving evaluation of visas and immigration status; foreign transcript evaluation; preparation of the master class schedule; classroom and instructional space assignments at one or more large campuses; preparation/coordination of graduation ceremonies; development of articulation agreements; or providing technical user support to admissions and/or records staff who maintain student records and review degree audit reports.

Nature and complexity of work. Assignments at this level are specialized and involve variable situations and circumstances which require adapting different approaches and methods to the problem-solving process. Determinations regarding what needs to be done typically require evaluating multiple issues and applying regulations to specific situations and problems for which there may be no clear-cut guidelines. Complexity is evidenced by the number of steps involved in processes, the scope of applicable policies and requirements, and the variety of assignments.

Knowledge, skills and abilities required. Assignments require specialized knowledge of admissions and/or records policies, procedures and processes. The required knowledge, skills and abilities are typically acquired by considerable work experience in addition to attending seminars, workshops and in-service training related to the work performed.

Supervisory/managerial responsibility. The employee may supervise lower level employees, student employees, temporary workers or volunteers.

Independence/supervision received. The employee works under limited supervision and performs assignments within the framework of established policies, procedures and requirements. The employee has latitude to determine the priority of assignments and structure tasks to accomplish admissions and/or records goals and objectives within established schedules and timelines.

Scope of responsibility/consequence of error. Work products impact the activities of the section or unit and/or the applicants, students, faculty and staff served by admissions and/or records processes. The potential negative impact of errors goes beyond the organization itself and may extend to other institutional units and external entities. Errors may cause inconvenience or financial loss to program clientele as well as delays in completion of the work assigned.

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ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 4 of 8

CLASS CONCEPTS (cont'd)

Admissions & Records Assistant III (cont'd)

Authority to take action/decision-making. Decisions made at this level impact several work units or a segment of the institution and the quality of services provided to students, faculty, administrators, staff and the general public.

Personal contacts. Personal contacts are made to obtain, provide or exchange specialized information related to the assignment. In addition to explaining detailed regulations and procedures to students and applicants, employees must also explain how and why they apply to the individual's specific situation or problem. Such contacts may be made on the telephone, in writing or in person.

Admissions & Records Assistant II: Positions at this level perform all or part of the duties described in the series concept a preponderance of the time. Incumbents typically serve as generalists in performing admissions and/or records duties, although assignments may include some foreign transcript evaluation and participating in preparation of the master class schedule and assignment of classroom and instructional space. This is the journey level in the series.

Nature and complexity of work. Assignments are varied and involve different or unrelated processes and methods. Determinations regarding what needs to be done require evaluation of one or more issues and typically involve choosing from among several alternative courses of action. Work involves elements and conditions which must be identified and evaluated in order to assess the applicability of clear-cut procedures, guidelines and requirements.

Knowledge, skills and abilities required. Assignments require knowledge of the practices, procedures and processes used in a college or university admissions and/or records setting. The required knowledge, skills and abilities are typically acquired through work experience in addition to attending seminars, workshops and in-service training related to the work performed.

Supervisory/managerial responsibility. The employee may supervise lower level employees, student employees, temporary workers or volunteers.

Independence/supervision received. The employee works under limited supervision and performs assignments which focus on a specific desired end-product rather than conformance to clear and rigid procedures. The employee has latitude to select the most appropriate methods, tools and procedures to get the job done within an established framework which may include institutional policies, regulations or general instructions from the supervisor.

Scope of responsibility/consequence of error. Work products impact the daily activities of the section or work unit in which the employee is assigned. Errors are not subject to direct verification or checking and may not be easily detected, but the negative impact is typically confined to the agency itself. Errors affect the accuracy, reliability or acceptability of the work product, and correction of those errors results in lost efficiency due to the necessity of repeating work performed by the employee and others.

Authority to take action/decision-making. Decisions made at this level impact the immediate and surrounding work units and the quality of services provided to students, applicants, faculty, staff and administrators.

Personal contacts. Personal contacts are made to obtain, provide or exchange information which may require the explanation of detailed regulations and procedures. Employees must tailor their explanation to the level of the customer's understanding and use a courteous, patient and tactful manner in describing applicable requirements and procedures, defining technical terminology, and explaining institutional policies.

Admissions & Records Assistant I: Positions at this level assist students and applicants at a counter and over the telephone by handing out applications for admission and other forms; reviewing forms and applications submitted; answering questions; processing requests for transcripts; entering data in computer equipment; and imaging documents for storage. This is the entry level in the series, and progression to the journey level is not

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ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 5 of 8

CLASS CONCEPTS (cont'd)

Admissions & Records Assistant I: (cont'd)

automatic. The hiring authority may permanently assign positions to this level, or they may use this class as a trainee/underfill level for Admissions & Records Assistant II.

Nature and complexity of work. Assignments at this level include a variety of interrelated tasks which may be varied or occur in cycles, but which require following several standardized, sequential steps, processes or operations. Duties typically involve the review of data, documents or factual situations in order to resolve routine problems and determine appropriate actions to take. Deviations from standard practices require prior approval by the supervisor or professional staff.

Knowledge, skills and abilities required. Assignments require practical knowledge of general office and/or clerical methods as well as the ability to apply those skills to assigned duties. The required knowledge, skills and abilities are typically acquired through previous clerical and administrative support experience.

Supervisory/managerial responsibility. The employee may assist in supervising lower level employees, student employees, temporary workers or volunteers.

Independence/supervision received. The employee may or may not work in the immediate vicinity of the supervisor, but the supervisor is easily accessible to answer questions either by telephone, electronic mail or other modern communication methods. Assignments are structured and specific guidelines in the form of procedure manuals or written or verbal instructions are provided. Work products are typically reviewed by the supervisor, higher level admissions and/or records staff, or others who use the work product.

Scope of responsibility/consequence of error. Work products have limited impact on the organization as a whole and generally affect immediate or surrounding work units, or a particular phase of admissions and/or records operations. Errors are detected by supervisory review, spot-checking, or by agency staff. Errors have only minor negative consequences or associated costs which may include inconvenience to individual students or applicants, disruption of work unit activities, or minor inefficiency.

Authority to take action/decision-making. Decisions made at this level impact the immediate work unit or some routine, day-to-day operations of the organization as a whole. Incumbents may order supplies, parts, equipment and other materials for the work unit within clearly defined guidelines and regulations.

Personal contacts. Personal contacts are made to coordinate work unit activities, obtain and receive information, and resolve factual or procedural problems and discrepancies. Contacts require courtesy and customer service skills as well as the ability to explain standard procedures, program requirements, and/or institutional practices.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENT:

- * Some positions require a valid driver's license at the time of appointment and as a condition of continuing employment.

ADMISSIONS & RECORDS ASSISTANT IV

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of increasingly responsible and varied experience in multiple areas such as foreign transcript evaluation, admission of international students, data entry of new class data, preparation of the master class schedule, review of computer input and output, determination of eligibility for admission and graduation, and scheduling classroom and instructional space; **OR** one year of experience as an Admissions & Records Assistant III in Nevada State service; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement*)

ADMISSIONS & RECORDS ASSISTANT IV	29	F	2.225
ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 6 of 8

MINIMUM QUALIFICATIONS (cont'd)

ADMISSIONS & RECORDS ASSISTANT IV (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: functions and operations of a college or university admissions and/or student records office. **Working knowledge of:** principles of supervision and training; laws, regulations, policies and procedures related to admissions and/or records; maintenance and enhancement of complex computerized student records systems; reciprocal articulation agreements. **Ability to:** oversee day-to-day operations and activities of a college/university admissions and/or records office; coordinate input and output from computerized student information and degree audit report systems; audit and edit computer reports; implement system enhancements and make recommendations for improvement; review and evaluate complex information in order to resolve issues regarding residency, transfer credits, course equivalencies, eligibility for graduation and other admissions/records questions; evaluate requests and petitions for waivers and exceptions to established policies and make appropriate determinations; develop and implement work schedules, work performance standards and specific processes and procedures; establish priorities and adjust assignments to comply with predetermined schedules and deadlines; receive and respond to inquiries involving complex and sensitive issues which directly impact institutional staff, operations and activities; interpret, apply and explain complex laws, regulations, requirements, restrictions and standards to students, applicants, representatives of external entities and educational institutions, and others; research and investigate complex questions and issues requiring the review and consideration of historical data, current developments and probable outcomes; compose effective correspondence, announcements, training materials, narrative summaries and reports, proposals and recommendations, and other written materials; compile and analyze records, numerical and descriptive information from forms, applications and other materials; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: the mission, functions, activities and operating policies of a college/university admissions and/or records office; institutional practices, precedents and policies related to admission, residency, academic records, transcript evaluation, and eligibility for graduation. **Working knowledge of:** NSHE regulations and requirements related to purchasing and personnel administration.

ADMISSIONS & RECORDS ASSISTANT III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of clerical experience, two years of which was in a college admissions and/or records office or relevant student services area which included records maintenance, public/customer relations, evaluation of detailed information and documents, and the explanation of complex policies and procedures; **OR** one year of experience as an Admissions & Records Assistant II in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: functions, operations, practices and procedures of a college/university admissions and/or records office; student information systems and degree audit reporting systems; residency requirements for college entrance. **General knowledge of:** immigration laws related to student visas and required documentation; foreign transcript evaluation procedures; principles of supervision and training applicable to the assignment. **Ability to:** interpret and apply complex admissions and/or records rules, regulations, policies and procedures to individual applicant/student situations; receive inquiries and resolve problems referred by lower level staff and students/applicants; perform specialized duties in support of admissions and/or records activities; research and verify the level, content, unit value and grading system for courses at other institutions in order to determine appropriate course equivalencies; coordinate communications between work groups both within admissions and/or records and the college/university; organize, coordinate and oversee the work of subordinate staff as required to meet schedules and timelines if required by the assignment; research information from a variety of institutional and external sources;

ADMISSIONS & RECORDS ASSISTANT IV	29	F	2.225
ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 7 of 8

MINIMUM QUALIFICATIONS (cont'd)

ADMISSIONS & RECORDS ASSISTANT III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
 compile and update information and prepare reports; convey complex information to individuals with limited English language skills and cultural differences; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Admissions & Records Assistant IV.)

ADMISSIONS & RECORDS ASSISTANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of clerical experience, one of which was in a college admissions and/or records office or relevant student services area which included maintaining student information, data entry, reviewing applications and student contact; **OR** one year of experience as an Admissions & Records Assistant I in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: college/university admissions and/or records processes, procedures and entrance requirements; maintenance of student information using automated and proprietary databases; manual and electronic recordkeeping systems; customer service skills including tact, patience and courtesy. **Ability to:** provide assistance and information to applicants regarding college/university entrance requirements and required documentation; apply complex State and institutional regulations, requirements and policies to specific situations; receive, review and process a variety of documents according to established guidelines, policies, regulations and time lines; interact with applicants, students, faculty, and representatives of other institutions to exchange information and make appropriate determinations; enter, maintain and retrieve data in complex computerized records systems; review, update and maintain applicant/student information related to residency, credits earned, grades, test scores and related data; communicate effectively both orally and in writing; supervise subordinate staff, temporary staff and student employees as assigned; compile, organize and summarize data for inclusion in reports; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Admissions & Records Assistant III.)

ADMISSIONS & RECORDS ASSISTANT I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of general clerical experience which included maintaining records and public contact; **OR** an equivalent combination of education and experience as described above. *(See Special Requirement)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Working knowledge of: standard office practices, procedures and methods; data entry techniques; recordkeeping techniques; telephone etiquette. **General knowledge of:** business English; customer service skills; clerical accounting procedures. **Skill in:** the operation and use of office equipment. **Ability to:** apply and explain rules, regulations, policies and procedures related to admissions and/or records operations; read and understand manuals and other detailed written instructions; review applications and other documents for completeness and conformance to established procedures and requirements; maintain records including

ADMISSIONS & RECORDS ASSISTANT IV	29	F	2.225
ADMISSIONS & RECORDS ASSISTANT III	27	F	2.226
ADMISSIONS & RECORDS ASSISTANT II	25	F	2.227
ADMISSIONS & RECORDS ASSISTANT I	23	F	2.228

Page 8 of 8

MINIMUM QUALIFICATIONS (cont'd)

ADMISSIONS & RECORDS ASSISTANT I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
 manual and electronic files; perform basic math calculations; enter data in computer equipment and resolve data discrepancies; type proficiently at an acceptable rate of speed; type, format and produce correspondence using a personal computer; perform administrative support duties; compose routine business correspondence; use general business computer software.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills and Abilities required for Admissions & Records Assistant II.)

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>2.225</u>	<u>2.226</u>	<u>2.227</u>	<u>2.228</u>
ESTABLISHED:	7/1/89P 9/27/88PC	7/1/89P 9/27/88PC	7/1/89P 9/27/88PC	7/1/89P 9/27/88PC
REVISED:	3/21/97UC	3/21/97UC	3/21/97UC	3/21/97UC
REVISED:	7/1/01P 10/4/00UC	7/1/01P 10/4/00UC	7/1/01P 10/4/00UC	7/1/01P 10/4/00UC
REVISED:	7/1/05LG	7/1/05LG	7/1/05LG	7/1/05LG
REVISED:	12/12/14PC	12/12/14PC	12/12/14PC	12/12/14PC