

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

**TITLE: INTERNATIONAL OUTREACH &
ADMISSIONS TECHNICIAN**

SALARY TABLE: 29

SALARY RANGE: 25

BASIC FUNCTION:

Under the direction of the supervising program administrator, perform a variety of clerical duties involved in the review, verification and processing of student enrollment forms, applications and documents; serve as an informational resource to students, personnel and the public concerning student enrollment functions; maintain related student records and files.

DISTINGUISHING CHARACTERISTICS:

The International Outreach & Admissions Technician performs a variety of outreach activities and clerical duties involved in the review, verification and processing of international student enrollment forms, applications, academic transcripts, financial statements, and other supporting documents.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Receive and process international student applications; review forms and applications to assure accuracy and completeness; collect and distribute international student transcripts; review and evaluate applications for eligibility; verify and compile financial documents, such as bank certification letters, to ensure availability of study funds; create and update acceptance letters; issue acceptance documents to foreign government student aid agencies; identify and correct application errors as needed; maintain application and admissions database; create weekly, bi-weekly, and monthly admissions reports.

Serve as an informational resource to students, staff and the public concerning international student enrollment functions.

Create social media campaigns around student events and application deadlines; manage blogging platform for prospective and current international students; update the international student website as needed with current and relevant information.

Create outreach and admissions presentations; conduct admissions workshops at local language and feeder schools; respond to inquiries and provide information concerning related forms, applications, guidelines, requirements, policies and procedures.

Establish and maintain student records and files including enrollment and application information; duplicate and distribute materials as needed; maintain various logs as required.

Perform a variety of clerical duties related to assigned functions; answer telephones; greet and assist students and other visitors; prepare and distribute forms, correspondence and other documents as needed; pick up, sort and distribute mail as required; prepare bulk mailings as assigned.

Assist with resolving student application, enrollment and registration issues, conflicts and discrepancies; contact students, other departments and outside agencies to request and verify transcripts and other supporting documents as needed.

Communicate with College personnel, students and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Train and provide work direction and guidance to staff and student workers as directed; assign duties and review work for accuracy and completeness.

Participate in a variety of other assigned activities, such as assisting with registration functions, and maintaining office supply inventory.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General practices, procedures and techniques involved in the processing of international student applications and related student registration activities.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy. Operation of a computer and assigned software.

Oral and written communication skills.

Record-keeping and filing techniques.

Modern social media platforms.

Modern office practices, procedures and equipment.

Methods of collecting and organizing data and information.

Data control procedures and data entry operations.

ABILITY TO:

Perform a variety of clerical duties involved in the review, verification and processing of student enrollment forms, applications and documents.

Review forms and applications to assure accuracy and completeness.

Serve as an informational resource to students, staff and the public concerning student enrollment functions and related forms, applications, guidelines, requirements, policies and procedures.

Learn policies and objectives of assigned program and activities.

Establish and maintain student records and files including enrollment and application information.

Utilize a computer to input and update data, and maintain automated records and files.

Perform duties with an understanding, sensitivity, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty, and staff

Perform a variety of clerical duties related to assigned functions.

Type or input data at an acceptable rate of speed.

Understand and follow oral and written instructions.

Meet schedules and time lines.

Compile, assemble, verify and prepare data for records and files.

Complete work with many interruptions.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a variety of office equipment including a computer and assigned software.

EDUCATION AND PAID EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in business or related field and three years of general clerical or related experience involving statistical and record-keeping and frequent public contact.

PREFERRED QUALIFICATIONS:

Proficiency in another language.

Experience working with diverse populations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Regular operation of a computer keyboard, calculator, and other normal laboratory and office equipment.

Seeing to view a computer monitor and read a variety of materials.

Reading a variety of complex materials.

Ability to remain in a stationary position (sitting or standing) for extended periods of time.

Communicating and expressing oneself clearly on a variety of educational topics in conversation with, and presentations to, staff, students, and members of the community.

Monitor student activities.

Hearing and speaking to exchange information.

Bending at the waist, kneeling or crouching.

Mobility to reach various campus locations.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling moderately heavy objects

Mobility to reach various campus locations.