

## ADMISSIONS CLERK - WCC (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position provides general information to the public regarding College admissions procedures and performs clerical tasks in the Admissions Office of Westchester Community College. Admissions procedures include processing applications, collecting fees; checking documents for completeness and accuracy; data entry; screening applications against master files, and maintaining, checking and searching through automated and manual admission files. Incumbents may also respond to student inquiries by phone, in person, or by generating routine letters or forms to prospective students. and maintaining, checking and searching through automated and manual admission files. This position requires proficiency in Spanish and English in order to provide interpretive services. Supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both Spanish and English;

Processes applications by data entering application information, gathering supplemental documentation as per established guidelines, and creating permanent student folders on an automated system;

Maintains detailed student records, in accordance with established guidelines, both manually and on an automated system to reflect application status, disposition of student files, missing information and other code changes;

Maintains and searches automated and manual files for information;

Provides general information relating to admissions procedures both verbally and through routine correspondence to students, faculty, staff and the general public; routes more complex questions to supervisor;

Checks admission applications and related documents for completeness and accuracy, and processes them in accordance with established procedures;

Collects application fees and other fees related to admissions in the form of checks and money orders;

Keeps abreast of admissions and registration procedures by attending staff meetings and by keeping procedural directives on file;

Assists at the reception desk, as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND EXPERIENCE: Good knowledge of clerical procedures involved in record keeping and maintaining accurate filing systems; good knowledge of office procedures; skill in data entry on automated equipment; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to enter, extract and compile data accurately; ability to carry out oral and written directions; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; ability to get along well with others; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma, and one year of clerical experience where a primary function of the position was the performance of clerical functions which involved the maintenance of records.

SUBSTITUTION: Satisfactory completion of 30 credits\* at a recognized college or university may be substituted on a year for year basis for up to one year of experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.