

MASTER SPECIFICATION

JOB INFORMATION

Date:	1/17/2018 6:26:23 PM
Official Title:	Records Assistant III Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 3
Scheduled Hours	
Job Code:	453755
Job Family:	Admissions/Records

JOB SUMMARY

The Records Assistant III performs data entry, verifies information, and handles routine to moderately complex requests for student records, transcripts, and related information. This position also provides routine advice and guidance to staff, students and members of the general public regarding the registration process.

NATURE OF WORK

The Records Assistant III functions as the highest of three levels of Records Assistant responsible for assisting in maintain all student records as well as for full customer service duties including answering phones and helping visitors to the office. This position is typically assigned to the institution's Registrar or Admissions Records Office. Job responsibilities include preparing correspondence to and for students and former students, entering and retrieving data from automated systems, and responding to requests for academic transcripts as well as posting transfer credits. Additional responsibilities may include serving as a lead or senior resource to lower-level Records Assistants assigned to the unit. Work is performed under limited supervision, working from established policies and objectives to ensure the effectiveness of operations or services. Decisions are limited to the application of standardized or accepted practices and errors could result in some costs and inconveniences within the affected area.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Processes requests for transcripts, student grade records, course descriptions, transfer credits, and other information in accordance with privacy laws and institutional policies.

Orders transcripts through mainframe computer; checks transcripts to verify accuracy; validates and distributes transcripts according to requests.

Greets visitors in person or on the phone, providing customer service with advice and guidance regarding the registration process; may refer customers to appropriate department or institutional site.

Responds to inquiries by telephone or letter regarding academic standing, transcript problems, and unclear or irregular transcript requests.

Processes name changes and updates other academic and demographic information in files and on computer.

Provides transcripts, enrollment verification, and degree certifications by mail, FAX, or telephone, according to prescribed procedures; advises students concerning their records.

Maintains files in proper order; pulls records for processing and refiles.

Maintains logs of records release transactions initiated by other departments.

Processes cash receipts and cash-related transactions, such as money lists for deposits.

Performs other job related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

<i>Education Level</i>	<i>Field of Study</i>	<i>Req</i>	<i>Pref</i>	<i>And/Or</i>
Associate's degree, or vocational or technical school degree	Business, Technical, or vocational education or training of up to eighteen (18) months beyond high school	X		

Additional Experience

[Check here if experience may substitute for some of the above education and describe how.](#)

X

Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
1 year +	Public contact and related clerical experience	X		