



MASTER SPECIFICATION

JOB INFORMATION

Date:	7/25/2017 11:03:45 AM
Official Title:	Records Officer Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 4
Scheduled Hours	
Job Code:	353581
Job Family:	Admissions/Records

JOB SUMMARY

The Records Officer supports the effective operation of an institution's systems for the collection, storage, processing, reporting and analysis of student data and information relating to the student journey, from course enrollment to graduation.

NATURE OF WORK

The Records Officer is responsible for providing professional management and administrative support for operations and processes within the area of Student Records, as well as for providing high quality professional services to students, staff, and external stakeholders. Additional responsibilities include supervising and directing the work of all assigned support staff. Job responsibilities require strong oral communication and written/electronic communication skills with the ability to receive, understand and convey information in a clear and accurate manner. Work is performed under limited, working from established policies and objectives. Problems faced in this position address non-routine questions and situations, often requiring investigation and/or research of precedents. Decisions may affect a work unit or area within a department, and may contribute to business and operational decisions that affect the department.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Ensures that all Student Record information recorded is accurate and reliable and that procedures are followed in accordance with national legislation, audit requirements, policies and guidelines.

Assists in developing, implementing and maintaining the processes and procedures which ensure completeness and accuracy of student record data.

Supervises all assigned staff, which may include planning, assigning and approving work; rewards/disciplines; responds to grievances; hires/fires (or effectively recommend); prepares and signs performance evaluations/reviews of employees.

Supports, advises, guides and trains staff generally on student record data processes.

Acts in an advisory capacity on institutional records systems and processes; liaises with internal staff on procedures and documentation for collecting and preparing source data prior to reception by the Student Records team, as appropriate.

Assists in the co-ordination and compilation of statistics and reports from the Student Record system.

Maintains and develops data verification procedures and ensure that rigorous checking processes are in place.

Provides guidance on policies, regulations and procedures to staff and students as appropriate.

Performs other job relate 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

Education Level	Field of Study	Req	Pref	And/Or
Bachelor’s degree	Related field	X		

Additional Experience

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

X	
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Work Experience

Experience	Experience Details	Req	Pref	
1 year +	Related experience	X		