



JULY 2009
FLSA: NON-EXEMPT

RECORDS SPECIALIST

DEFINITION

Under general supervision, performs a wide variety of specialized clerical work related to enrolling students and maintaining accurate and current records of students' academic status and progress; provides information to students, faculty, and staff regarding college procedures and requirements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an Enrollment Services Supervisor. Exercises no direct supervision over staff. May provide technical and functional direction to student workers.

CLASS CHARACTERISTICS

This is the journey-level class that is responsible for performing specialized and complex student records management and admissions duties. Incumbents respond to requests for transcripts, inquiries regarding academic status and progress, petitions to waive fees or other issues. Incumbents receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Enrollment Services Supervisor in that the latter is the full supervisory level class in the Admissions and Records department and oversees the day-to-day services and activities of records staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Answers questions from students and the public regarding the admissions and records policies and procedures of the college.
- Distributes applications for college admission; checks applications for completeness and accuracy; and issues appointments to register.
- Codes applications and inputs data into the student records information system.
- Processes a wide variety of forms related to the admissions and records process such as graduation petitions, class drops and adds, exclusion rosters, positive attendance forms, reinstatement forms, section and level change forms, and directory cards.
- Posts grades and grade changes to cumulative records.
- Checks cumulative records for repetition of classes and other factors which require adjustment to the record.
- Processes transcript requests; separates checks or money orders and submits to the Bursar's Office.
- Retrieves information and processes requests for verification of student enrollment, status and records.
- Prepares correspondence to students regarding admissions and records.

- Assists in the coordination of any off-campus admission and registration events.
- Resolves problems related to registration, enrollment and records; explains to instructors how to properly use rosters.
- Generates list of instructors and students with missing grades and assists with resolving this issue.
- Processes documents and petitions for grade changes, withdrawals, transfers, graduation, academic progress renewals, etc.; gathers supporting documentation for grade change and graduation petitions.
- Applies judgment and specialized knowledge in the evaluation of student records for the purpose of determining eligibility and status of entering students and of students who petition to graduate.
- Processes and mails outgoing transcripts; maintains records relating to transcript fees received.
- Assists students, instructors and visitors with procedures for enrollment and registration, resident regulations, and basic scholarship and graduation requirements.
- May train, assign, and review work of temporary registration personnel and student workers.
- Performs various administrative and clerical duties such as filing, answering phones, data entry, record-keeping, and inter-office mail distribution.
- Travels to El Camino College to pick up all rosters, such as attendance, positive, grades, etc.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Student admissions and records rules, processes, and procedures of a college.
- Principles, practices, and techniques of records management, forms design, data processing, maintenance and inventory procedures.
- Legislation, California Code, Education code, laws, rules and regulations as they pertain to or impact student or business records.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic and ethnic groups.

Ability to:

- Analyze and interpret laws, regulations, board policy, and established administrative procedures and make decisions accordingly.
- Learn, apply, and explain the admissions and records rules and procedures of the District.
- Provide information and assistance to students and staff.
- Maintain records and prepare reports.
- Learn, interpret, and apply Federal, State, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
- Operate modern office equipment, including computer equipment, copiers, printers, software programs, and cash register.
- Organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade, and three (3) years of clerical experience, including one (1) year of performing duties in the maintenance of student records.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.