

TITLE: <u>Student Records Clerk II</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA460</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>3</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

POSITION PURPOSE

Maintain and update on-line and hard copy student files relating to academic and/or financial standing at the University. Perform general office routines according to established policies and procedures concerning the handling of documents.

ESSENTIAL JOB FUNCTIONS

- Assemble and maintain computer-based and hard-copy files pertaining to financial aid applications or academic status of students. Update files to reflect grades, changes in student addresses and financial aid awards.
- Answer and direct incoming phone calls. Provide information to students, faculty members and academic units about records, policies, procedures and application status.
- Process forms to complete student records. Compute honor points; validate transcripts; complete and send financial aid forms; update records accordingly.
- Data enter information regarding student records. Update database information to reflect most current source information. Make files and database information available to professionals, including photocopying necessary information.
- Provide functional supervision to a small number (1-3) of student and part-time support personnel. Assign, monitor and review work activities. Train in appropriate methods and procedures.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification provides responsible and independent clerical support by performing student records maintenance in an academic unit. This level performs tasks which are procedural in nature. Incumbents must handle new situations based on information learned through prior experience or exposure. Functional work direction may be provided to a small number (1-3) of part-time and/or temporary positions. Incumbents must exercise keen attention to detail and the ability to communicate effectively with University personnel as well as students. This classification is typically found in the Student Services Division of the University and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Some knowledge of University policies and procedures pertaining to student records maintenance.
- Ability to communicate effectively with others.
- Ability to operate standard office equipment.
- Data entry skills desirable.
- Light typing required with emphasis on accuracy.
- Typically, incumbents have held lower level Student Records Clerk positions.