

| | | |
|--|----------------------------------|-----------------------------|
| TITLE: <u>Senior Student Records Clerk</u> | SALARY SCHEDULE: <u>Staff</u> | CLASS CODE: <u>SA461</u> |
| UNION: <u>Staff Association - Local 2071, U.A.W.</u> | SALARY GRADE: <u>4</u> | EEO CODE: <u>40</u> |
| | FLSA: <u>Non-Exempt</u> | JOB CODE: <u>A</u> |

POSITION PURPOSE

Maintain and transmit information pertaining to a student's academic progress at Wayne State University. Perform general office routines based on an understanding of academic requirements.

ESSENTIAL JOB FUNCTIONS

- Receive, maintain and relay information regarding academic achievements of students. Review applications for graduation for completeness; audit transcripts for athletic or graduation eligibility; respond to requests for transcripts; post changes to student records and transcripts to indicate acceptance into academic program or fulfillment of graduation requirements.
- Answer and direct incoming phone calls. Provide information to students, faculty members, academic units and outside organizations regarding student's academic progress and degree eligibility. Notify students of problems with their academic requirements progress.
- Maintain on-line student records. Place and release graduation holds; prepare lists of student eligible for graduation or participation in athletics; post degree to transcript; compile student statistics.
- Provide assistance to others seeking information on policies and procedures. Access student information for reports and others requesting official transcripts; prepare correspondence relating to student's eligibility for graduation.
- Provide functional supervision to a small number (1-3) of clerical 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 to academic units by monitoring academic progress of students toward degree requirements. This level performs tasks which are procedural in nature. Incumbents must search for solutions or new applications within an area of learned skills and are expected to set their own priorities, subject to supervisor approval and review. Functional work direction may be provided to a small number (1-3) of lower level clerical and part-time 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 an academic services unit of a School or College or 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.
- Considerable knowledge of University policies and procedures pertaining to academic requirements and student records maintenance.
- Ability to communicate effectively with others.
- Ability to prioritize work, with keen attention to detail.
- 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 support positions.