

TITLE: Records/Registration Clerk II SALARY SCHEDULE: Staff CLASS CODE: SA467
UNION: Staff Association - Local 2071, U.A.W. SALARY GRADE: 5 EEO CODE: 40
FLSA: Non-Exempt E-CLASS: SA

POSITION PURPOSE

Respond to customer information requests for registration and academic record services. Assemble, maintain and update student academic and registration records using paper files and electronic data. Perform non-routine searches and quality checks to verify and enter data or prepare documents.

ESSENTIAL JOB FUNCTIONS

- Provide customer service and respond to information requests (i.e., telephone, FAX, mail, e-mail and face-to-face). Provide document processing for registration, tuition and fee assessment, enrollment verification, academic record maintenance, graduation application, diplomas, transcript requests, in accordance with department and University policies and procedures.
- Use problem-solving skills to resolve non-routine problems; investigate and follow-up to obtain missing or inaccurate data to ensure efficient response and accuracy. Communicate with all types of customers to ensure high levels of customer satisfaction.
- Utilize quality assurance skills to investigate, gather, verify and enter data using the Banner on-line student record system or paper files and archived information. Use attention to detail for the search, review, processing and entry of data and preparation of student documents.
- Update and post changes to student academic, registration and reenrollment records (e.g., grade changes, credit by exam, transfer credit, majors, honor notations, diplomas, certifications, transcripts, class schedules). Audit and certify accuracy of data.
- Perform general office duties such as: prepare office correspondence, process mail, email, FAX, conduct image scanning, make photocopies, scan documents to convert hard copy records to electronic form, and preparation of mailings.
- Perform department activities as assigned.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

ADDITIONAL COMMENTS

This classification level provides experienced support to review, process audit, assemble and maintain non-routine student records and registration data. Work activities require considerable customer interface, attention to detail, ability to work independently and dedication to efficient service.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.

- Ability to proofread and sort & file alphanumerically.

- Experience using Banner student information system; knowledge of various data entry screens and proper systems codes.

- Knowledge of University policies and procedures pertaining to student records and registration.

- Ability to communicate effectively with others by telephone, mail, email, FAX or face-to-face.

- Demonstrated experience in a problem-solving role while effectively serving customers.

- General office skills: operate standard office equipment, proofreading, sorting and filing alphanumerically, keyboarding, data entry, and computerized look-up skills.

- Typically, incumbents have held lower level records/registration clerk positions.