

TITLE: <u>Records/Registration Clerk I</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA468</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

Respond to customer information requests and assemble, maintain and update student academic and registration records using paper files and electronic data. Perform routine office clerical functions.

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 records maintenance, certification, diplomas, transcripts, class registration, class scheduling and enrollment in accordance with department and University policies and procedures.
- Resolve 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 data gathering skills to 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 clerical support to review, process, audit, assemble and maintain 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.
- Light typing skills, data entry and computerized data look-up skills.
- Ability to operate standard office equipment.
- Ability to proofread and sort & file alphanumerically.
- Ability to communicate effectively with others by telephone, mail, email, FAX or face-to-face.
- Demonstrated experience effectively serving customers.
- Typically, incumbents have held lower level clerical support positions.