

ISSUED: 11/07

TITLE: <u>Records/Registration Clerk III</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA469</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>8</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Serve as team leader to respond to customer information requests for registration and academic record services. Coordinate workflow, perform quality reviews of data from internal processes and processes in the schools, college, and student services units. Ensure accuracy of data and efficient customer service using paper and electronic data systems.

ESSENTIAL JOB FUNCTIONS

- **Provide customer service and respond to information requests (i.e., telephone, FAX, mail, e-mail and face-to-face).** Coordinate work team, as well as hands-on participation, related to information processing for registration, tuition and fee assessment, enrollment verification, academic record maintenance,, graduation application, diplomas, transcript request, 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. **Use proactive approach to anticipate problems,** work a variety of University units to resolve problems, and work with management to prevent problems and ensure high levels of customer satisfaction.
- Utilize quality assurance skills to perform process and **data audits.** Run existing or prepare new data reports to verify electronic and paper records are accurate. Check work of junior staff using the Banner on-line student information system, quality assurance reports, 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). Distribute work within team. Provide training to junior staff.
- Coordinate workflow, as well as hands-on participation, related to 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.

ADDITIONAL COMMENTS

This classification level provides team leadership to review, audit data and processes, assemble and maintain non-routine student records and registration data and solve problems across external units. 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.
- Experience serving as team leader: model work behaviors, coordinate workflow, check the work of others, and provide training to staff.
- Ability to communicate effectively with all levels of staff and all types of customers, both orally and in writing.
- Advanced skills in problem-solving: taking initiative, investigation and fact-gathering, follow through, anticipating problems, appropriate notification to management.
- Experience utilizing electronic information systems (such as Banner, or other student information system).
- Knowledge of University policies and procedures pertaining to student records and registration.
- General office skills: operate standard office equipment, proofreading, sorting and filing alphanumerically, keyboarding, data entry and computerized data look-up skills.