



## Classification Description

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**Job Title: Transfer Transcript Evaluator II**

**Pay Grade: 107**

**Job Code: 3698**

**FLSA Status: Non-Exempt**

### **Job Purpose**

This is specialized and technical work in implementing and maintaining policies and procedures related to transfer student academic record evaluations, including the dissemination of information regarding these policies and procedures. Work is complex in nature and requires strong analytical thinking skills. In addition to evaluation of student documents from domestic and foreign institutions for the purpose of transferability of College credit, reverse transfer, and graduation, the Transfer Transcript Evaluator II assists supervisor with ensuring that the department maintains compliance with College, state, and federal regulations. Training and leading the Transfer Transcript Evaluator I is an essential part of this position. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

### **General Responsibilities**

#### **Essential Functions**

Evaluates documents submitted by degree-seeking transfer students. Determines transfer course work applicability and/or equivalency toward degree completion. Ensures transfer student academic records are accurate and complete by verifying and updating the transfer credits received from regionally-accredited postsecondary institutions.

Analyzes, authenticates, and researches documents submitted for evaluation of transfer credit. Documents include but are not limited to official College and university transcripts, official military transcripts, specialized articulated credit as outlined in the College's articulation agreements, foreign evaluations, and official credit-by-examination program score results such as those originating from the College Level Examination Program (CLEP), Advanced Placement (AP), the Cambridge Advanced International Certificate of Education (AICE), and International Baccalaureate (IB).

Scans and indexes both incoming and evaluated transcripts; enters relevant course and transcript data into the student information system (Ellucian Banner) in a timely manner; verifies accuracy of evaluated transcripts following departmental and Florida State guidelines.

Processes applicable changes to student records following Credit Review decisions, after committee review and approval.

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Provides technical and relevant academic information and resources (such as forms) to faculty, staff, students, and potential students regarding transfer coursework.

Answers, researches, records, and resolves questions related to a student's transfer evaluation. Questions may be received by telephone, mail, chat, or in-person from students, faculty, and staff.

Maintains up-to-date information on transfer policies, practices, and courses through the use of evaluation source books, catalogs from other postsecondary institutions, and through secure access to the Transfer Evaluation Services (TES) website.

Monitors workflow and volume, and informs supervisor of any delays and backlogs.

Serves as a liaison to other staff members for assistance with proper methods and practices around scanning student records and the functions within the document management software (ApplicationXtender).

Assists supervisor with the periodic review and updating of College Operating Procedures relating to transfer student records evaluations.

Serves as the primary evaluator responsible for reviewing applicable credit for transient students, guest students, and related cross-enrollments.

Serves as the primary evaluator of archived records; Responsible for the search and updating of records contained on microfiche. Assists other staff members on the use of the microfiche machine for research purposes as needed.

Serves as the primary/lead trainer of the Transfer Transcript Evaluator I position. Ensures the entire evaluation process is clearly defined; relays knowledge of policies and processes to Transfer Transcript Evaluator I.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail to determine if s/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education and three (3) years of related experience. Appropriate combination of education and experience may be substituted.

OR

Bachelor's degree from a regionally accredited institution of higher education and one (1) year of related experience. Appropriate combination of education and experience may be substituted.

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A knowledge of accepted policies and practices in American higher education related to the granting of credits and degrees, course structures, and grading practices.

Experience with an integrated student database such as Ellucian Banner.

Ability to comply with confidentiality requirements as outlined in the Family Educational Rights and Privacy Act (FERPA).

Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals associated with credit evaluation, converting of grading systems, computing grade point average (GPA), etc.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.

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- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: February 23, 2017. Revised: June 24, 2021, July 1, 2023.