



## Classification Description

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**Job Title:** Records Specialist

**Pay Grade:** 104

**Job Code:** 3983

**FLSA Status:** Non-Exempt

### **Job Purpose**

This position performs routine work having responsibility for assigned administrative and clerical duties in the Office of the Registrar. Work requires the application of varied general office procedures and the aptitude for critical thinking and problem-solving. The Records Specialist serves as the central communications contact for several core processes within the Office of the Registrar. 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**

Serves as the central point of communication to students regarding the status of transcript evaluations and outcomes related to academic petitions and credit review requests; triages correlated responses as needed.

Handles transcript check-in and scanning, including managing related spreadsheets, paving the way for next steps within the department including transcript evaluation.

Provides student, staff, and faculty assistance via telephone, email, in-person, via the online chat application, and/or by email. Assistance may involve, but is not limited to, providing forms/applications, explaining procedures, researching information, and redirecting to appropriate departments for assistance.

Serves as a backup during peak registration, providing assistance for registration services.

Assists supervisor and other department leaders with general administrative duties where applicable.

Performs other duties as assigned.

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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 in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

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

#### **Minimum Qualifications**

High school diploma or GED.

One (1) year full-time or two (2) years part-time professional appropriate work experience. Appropriate combination of education and experience may be substituted.

Knowledge of business English, spelling and arithmetic, office practices and procedures.

Demonstrated experience using office software such as MS Office and electronic mail.

Proficiency with data entry and word processing functions.

Ability to operate small office equipment including a computer, scanner, copier, printer, multi-line telephone system, and webcam.

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.
- 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.

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### **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.
- 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: October 28, 2021; June 14, 2022 (R). Revised: July 1, 2023.