



Classification Description

Job Title: Records Coordinator

Pay Grade: 109

Job Code: 3683

FLSA Status: Exempt

Job Purpose

This is specialized and technical work in the Office of the Registrar. The focus of the position is on processing student records and enforcing procedures that have an effect on the transfer, articulation, and records integrity for students with transfer credit. This work drives consistency, accuracy, fairness, and promptness in the evaluation of transfer credit from other institutions, as well as in the review and processing of related exceptions. The Records Coordinator is also responsible for the organization and timely handling of student academic petitions and requests for Credit Review.

General Responsibilities

Essential Functions

Manages the transfer articulation database and maintains related, supporting documentation.

Serves as the transfer articulation database's primary data researcher and processor, maintaining accurate credit equivalency information within the student information system and within other analogous data tables.

In consultation with departmental staff, determines validity of data in the current articulation system by comparing existing database information with current, external course catalogs, Florida Department of Education regulations, and other regulatory organizations; continually updates and adds new, applicable transfer equivalency information to the database.

Collaborates with representatives from academic departments to intake, log, and review specialized, technical, and industry articulation agreements; ensures all related, supporting documentation is relevant, received, recorded, and maintained.

Handles the daily check-in of all incoming, external transcripts and test scores. Provides support in the initial evaluation of transfer credit by analyzing transcripts against standard College guidelines.

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Assists the Associate Registrar, Student Records with projects including, but not limited to, developing and reviewing articulation agreements, preparing subpoena records, verifying athletes' eligibility, resolving duplicate records, compiling and mining data for special reports, and representing the Associate Registrar, Student Records or other Office of the Registrar supervisors at various meetings, when needed.

Maintains timely and accurate information on the transfer policies and practices through the use of course books, catalogs, the CollegeSource Inc. Transfer Evaluation System (TES), and Florida's Statewide Course Numbering System (SCNS).

Manages the academic petitions process to establishing the annual schedule; ensures all necessary data is provided for monthly academic petitions review, contacts students or advisors to acquire missing information or documentation where applicable; and tracks petitions from the point of receipt through decision.

Responsible for the intake, organization, communication, and tracking of the Credit Review process as well as assisting in establishing the annual schedule. Maintains streamlined communication templates to communicate with College deans, students, and advisors.

Assumes full supervisory responsibilities in Records and Transfer areas, in the absence of the Associate Registrar, Student Records.

Additionally, as a team member within the Office of the Registrar, this position cross-trains in areas relating to transcript/records evaluation, enrollment and degree verification, Registration, commencement/graduation, student communications (pertaining to academic petitions, Credit Review, transfer evaluation, and graduation), and degree audits.

Responsible for the selection and hiring of work-study student assistants to support all areas within the Office of the Registrar, in addition to the training, supervision, and evaluation of student help.

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

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education. Two (2) years of related full-time professional work experience.

OR

Associate's degree from a regionally accredited institution of higher education.

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Four (4) years of related full-time professional work experience.

Knowledge of accepted policies and practices in American higher education, related to the granting of credits and degrees, course structures, and grading practices. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to explain the policy in a clear and concise manner to students, parents, and others.

Demonstrated knowledge of a personal computer, office software (MS Office), electronic mail and major Student Information System, i.e., Ellucian Banner.

Understanding of articulation agreements and guidelines. Familiar with the Florida state degree/course frameworks.

Ability to read, understand, interpret, and apply catalogs, publications, and educational policies as they pertain to student records, credit transfer, and articulation.

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.

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- 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: June 30, 2021. Revised: December 7, 2022; July 1, 2023; July 25, 2023; and August 6, 2024.