

STUDENT RECORDS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult clerical work involving responsibility for the independent performance of a variety of student record-keeping tasks. The work requires the development of expertise in computerized student record-keeping practices, attention to details and requires decision making as to methods to be used. Incumbents must respond to a wide variety of telephone and in-person inquiries and the position involves extensive public contact. The incumbent works under general supervision with leeway allowed for the use of independent judgement. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews and checks a variety of complex student record documents for accuracy and completeness;

Reviews the status of student records and takes appropriate action as needed to complete the record;

Utilizes computer files to verify student admission status, documents on file, and other necessary information;

Enters compiled student information into a central computer system to be accessed by many college departments;

Tracks, monitors and updates a variety of student records within the computer system;

Prepares standard correspondence on matters related to student record-keeping;

Answers inquiries in person or by telephone regarding student record-keeping policies, procedures and requirements;

Produces reports based on in-house information or develops report requests for information stored in other areas;

Assists with the planning and running of special events sponsored by the department;

Coordinates and prioritizes bulk mailings and other projects;

Assists in the training of other departmental staff as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures, equipment and business English;

Working knowledge of the theory and practices of entry and retrieval of computerized information;

Ability to organize and maintain accurate records and files,;

Ability to develop effective working relationships and deal diplomatically with the public;

Ability to learn and utilize an automated record-keeping system;

Ability to follow oral and written directions;

Ability to perform close detail work involving considerable visual effort and strain;

Clerical aptitude, accuracy and good judgement;

Courtesy and integrity;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Completion of two years (sixty credits) from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with coursework in business administration, office administration, business information management or a closely related field; OR
- B) Graduation from high school or possession of an equivalency diploma and two years of experience maintaining records; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.