

TITLE: <u>Program Records Clerk II</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA454</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>3</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

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**POSITION PURPOSE**

Provide clerical support and participant file maintenance for the efficient operation of a unit with a specialized academic or service mission. Utilize knowledge of general office routines as well as established policies and procedures of program to provide information and assistance to others.

**ESSENTIAL JOB FUNCTIONS**

- Assemble and maintain computer-based and hard-copy files pertaining to the participants involved in a specific academic or service-based program. Update files to reflect participant activity, changes in status, administrative activity of unit and reference materials.
- Maintain program calendars. Schedule classrooms, meetings and interviews. Arrange necessary supplies and equipment for functions; prepare and/or gather paperwork. Schedule student appointments.
- Receive and direct incoming phone calls and/or visitors. Provide information to students, faculty members and the general public about records, program policies, procedures and admission requirements.
- Type correspondence, program material, contracts, manuscripts and reports. Follow established practices and/or standards for presentation of material. Provide proofread documents for final review and signature.
- Provide functional supervision to a small number (1-3) of student and part-time support personnel. Assign, monitor and review work activities. Train in appropriate methods and procedures.
- Perform related work as assigned.

### **ADDITIONAL COMMENTS**

This classification provides responsible and independent program participant records maintenance to an academic or service-based unit. This level performs tasks which are procedural in nature. Incumbent must handle new situations based on information learned through prior experience or exposure. Work direction may be provided to part-time and/or temporary positions. Incumbents must utilize keen attention to detail. This classification reports to and receives work direction from a professional or management level position.

### **MINIMUM QUALIFICATIONS**

- High school graduate or equivalent combination of education and/or experience.
- Reasonable knowledge of University administrative policies and procedures.
- Some program knowledge desirable.
- Ability to communicate effectively with others.
- Ability to operate standard office equipment.
- Ability to type and use word processing equipment with speed and accuracy.
- Typically, incumbents have held lower level Program Records Clerk positions.