

TITLE: <u>Student Records Clerk I</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA459</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>2</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Maintain and distribute copies of student records, registration forms or transcripts in response to mail, phone or personal requests. Perform specific work routines using standard office equipment to support maintenance of student files.

ESSENTIAL JOB FUNCTIONS

- Distribute copies of student transcripts and registration information in response to requests. Accept transcript request via mail, phone or personal visit; record request information; copy transcript material and validate to signify it as accurate, complete and official; type envelopes and mail transcripts to requestor. Receive and process graduation applications, registration forms and requests for exceptions to the University's enrollment policies.
- Ensure payment for transcripts requested. Accept payment for transcripts issued; document all monies received, crediting proper transcript record; arrange for cash deposit of payments at cashier's office; tally all revenue; prepare billing statements for transcripts sent. Verify eligibility to register.
- Answer and direct incoming phone calls. Provide information to students and outside individuals (i.e. company representatives) about official transcripts, graduation, registration, scheduling, policies and procedures. Accept requests for transcripts.
- Maintain computer-based and hard copy transcript records. Update files to reflect grades, changes in student address and transcript request/payment information.
- Provide clerical support to unit. Type envelopes and letters to students notifying them of holds; open and sort incoming campus mail; copy transcript information; collect information to update student files; report on unit activities; send out and collect registration and scheduling information.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level follows standardized work routines in order to provide efficient distribution and maintenance of student transcript and registration records. Duties are specific in nature, but an awareness of related activities is essential. Work activities are dictated by established routines, but the incumbent must handle them based on information learned through prior exposure or experience. Incumbents must exercise the ability to communicate effectively in dealing with students and the general public. This classification is typically found in an academic service unit of a School or College or in the Student Services Division of the University and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Some knowledge of University administrative policies and procedures preferred.
- Ability to communicate effectively with others.
- Ability to operate standard office equipment.
- Light typing required with emphasis on accuracy.
- Typically, incumbents have worked in an office setting, providing clerical support.