

TITLE: <u>Lead Student Records Clerk</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA462</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>7</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Coordinate and maintain student status information pertaining to registration and degree requirements. Utilize specialized knowledge of office procedures and policies on academic requirements to instruct others on subject matter.

ESSENTIAL JOB FUNCTIONS

- Maintain hard-copy and on-line student records. Place and release holds; record eligibility for registration and progression through academic program; certify degree eligibility; coordinate commencement and special program records.
- Receive, maintain and relay information regarding academic activities of students. Review registration information for completeness; audit student registration to ensure appropriate program progression and eligibility; post changes to student records to indicate progression through program, placement or lifting of holds and changes to student information. Prepare reports on enrollment and student statistics.
- Answer and direct incoming phone calls. Provide information to students and faculty members regarding student academic activities and registration eligibility. Notify students of problems and holds.
- Assist in the coordination of registration and special activities. Ensure proper staffing and supply levels; coordinate the distribution and receipt of needed materials; plan, oversee and audit the participation of others; audit student records and information.
- Provide functional supervision to a small number (1-3) of clerical 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 level provides specialized knowledge of registration and academic requirements to perform and oversee registration and academic records maintenance. This level demonstrates the mastery of job related duties. Incumbents must search for solutions or new applications within an area of learned skills and are allowed to set their own priorities, subject to supervisory approval and review. Incumbent must exercise keen attention to detail and the ability to communicate effectively with University personnel as well as students. This classification is typically found in an academic services 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.
- Extensive knowledge of University policies and procedures pertaining to academic requirements, registration and student records maintenance.
- Ability to communicate effectively with others.
- Ability to prioritize work, with keen attention to detail.
- Ability to operate standard office equipment.
- Prior data entry experience desirable.
- Good organizational leadership.
- Typically, incumbents have held lower level student records support positions.