

SENIOR STUDENT RECORDS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is complex clerical work involving responsibility for the independent performance of a variety of student record-keeping tasks, including the management of student records databases, and oversees and coordinates complex functions of student records. 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 position differs from that of a Student Records Specialist in that it requires more responsibility and autonomy. The incumbent works under general supervision with leeway allowed for the use of independent judgement. Supervision or lead responsibilities may be exercised over Student Records Specialists. Does related work as required.

TYPICAL WORK ACTIVITIES:

Acts as a liaison to students, faculty, and staff often providing guidance, utilizing, and trouble-shooting student records;
Supports IT systems used, student records platforms, and related software applications;
Oversees the maintenance, accuracy, and confidentiality of student records;
Researches and resolves complex issues, discrepancies, and conflicts with student records;
May exercise lead responsibilities or supervision of support staff;
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;
Exercises knowledge of college rules, regulations, and FERPA guidelines to ensure compliance and protect student record information;
Applies advanced system knowledge to investigate and resolve student record issues and to advise students, faculty, and staff as appropriate;
Acts as a liaison to students, faculty, and staff, providing guidance on procedures and effectively using College-supported student record systems, software, and related applications.

Provides first-tier escalation and support for other staff;
Assists in the training of other departmental staff as assigned

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

Thorough knowledge of office terminology, procedures, equipment and business English;
Thorough knowledge of the theory and practices of entry and retrieval of computerized information;
Good knowledge of and proficiency in IT systems used, student records platforms, and related software applications;
Ability to prepare, organize, and maintain accurate records and files;
Ability to develop effective working relationships and deal diplomatically with the public;
Ability to utilize an automated record-keeping system;
Ability to communicate effectively both orally and in writing;
Ability to follow oral and written directions;
Ability to perform close detail work involving considerable visual effort and strain;
Detail orientated with strong organizational skills and ability to exercise good judgment;
Strong computer skills, including proficiency with spreadsheets, data entry, and student information systems;
Strong technical skills
Clerical aptitude, accuracy and good judgement;
Courtesy, integrity, and patience.

MINIMUM QUALIFICATIONS:

- A) Possession of an Associate's degree or higher with coursework in business administration, office administration, business information management or a closely related field and two years of experience in maintaining student records in a higher education setting; OR
- B) Graduation from high school or possession of an equivalency diploma and four years of experience maintaining student records in a higher education system; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.