



CLASSIFICATION SERIES:

Records Technician Occupation

BARGAINING UNIT:

ACE

Records Technician 2

SERIES PURPOSE: The purpose of the Records Technician occupation is to maintain, process, update, verify, and analyze records, including confidential and sensitive information, of all students; maintain, process, and report on assigned records functional area(s); to perform search and retrieval of filed index records and associated microfilm and/or imaged documents.

CLASS CONCEPT: The class works under general supervision and requires considerable knowledge of academic and office policies and procedures, university student information systems, computerized mass storage system(s) for filing, retrieving, and microfilming/imaging index records in order to serve the university, students, alumni, outside agencies, and the general public; makes decisions based on established knowledge and sound judgment.

Incumbents will independently operate computerized mass storage system(s) and produce microfilm and/or imaged documents.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Researches and analyzes materials and data dealing with student academic history. Identifies discrepancies in academic records, determines course of action for corrections and/or adjustments as needed.

Determines eligibility, residency, and tuition rate codes; sends correspondence; awards credit.

Interprets and effectively communicates information to various constituents regarding policies and procedures within the university and the Office of Records.

Verifies requests to update on-line record according to university policy. Determines exceptions to Records policy on a case by case basis.

Attends meetings on behalf of the Associate Registrar.

Interprets and explains FERPA to students and all other constituents.

Suggests website enhancements; provides information for audit requests.

Processes transactions that require a decision to be made in accordance with applicable regulations, policies, and procedures.

Provides training or cross training for personnel.

Identifies challenges and brainstorms solutions to improve processes.

Maintains, processes, updates, and verifies online and hard-copy records. Operates computerized mass storage system designed for rapid retrieval of documents and produces microfilm/imaged records.

Serves as the contact for dedicated records functional area(s). Independently monitors, tracks, verifies, and reports on activities affiliated with records functional area; resolves conflicts using sound judgment. Coordinates workflow in dedicated area. Summarizes activities in report form, including reconciliations.

Provides services, advice, and counsel to students, university personnel, outside agencies, etc. regarding university and academic policies and procedures related to the full range of records services. Identifies and resolves discrepancies with assistance; refers when appropriate.

Provides services to students, university personnel, etc. requesting academic records; performs record searches for hard copy or microfilmed/imaged academic records; pulls records data and retrieves microfilmed/imaged data.

Adheres to the Family Education Rights and Privacy Act (FERPA) and all University policies essential in ensuring the integrity, accuracy, and confidentiality of all student data.

Serves as back-up to other functional areas within the records office.

Makes proposals regarding procedures and policies pertaining to assigned records functional area.

Assists in preparation of diplomas for distribution. Prepares files for microfilming/imaging.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: office practices and procedures; departmental policies and procedures*; departmental goals and objectives*; public relations; records management and FERPA*.

Skill in: operation of computerized mass filing and storage equipment; operation of reproduction and related equipment; operation of programs including BDMS, Banner Self Service, and Internet Native Banner Records*; data entry; computer operation; use of modern office equipment.

Ability to: deal with problems involving several variables within familiar context; complete routine forms; prepare routine correspondence; prepare accurate documentation; compile and prepare reports;

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write routine office records following standard procedures; communicate effectively; maintain records according to established procedures; answer routine telephone or email inquiries; develop and maintain effective working relationships.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED; two years of experience in the operation of computerized mass filing and storage equipment, public relations, and/or office practices and procedures.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Not applicable