



Classification Title: Academic Records Specialist

Department:	Enrollment Services	EEO6 Code:	4
Employee Group:	Classified	Salary Grade:	22
Supervision Received From:	Manager, Admissions, Records and Evaluations	Date of Origin:	9/2016
Supervision Given:	Direction and Guidance	Last Revision:	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Receives, reviews, controls and maintains permanent records of academic transactions to produce complete and accurate student transcripts; processes grade changes and adjustments; responds to a variety of transcript requests regarding Palomar College transcripts and transcripts from other educational institutions within legally mandated deadlines and following established guidelines.

DISTINGUISHING CHARACTERISTICS.

The Academic Records Specialist is distinguished from Academic Records Analyst by the responsibility of the latter class for analysis and evaluation of incoming transcripts and determination of their comparability in meeting Palomar College requirements. Academic Records Specialists have enhanced systems security access in order to process grade changes and related transactions and have substantial responsibility for ensuring the integrity of the District's academic records.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Receives, reviews, controls and maintains transcripts and documents for the academic records of current and former students; processes course grade changes submitted by faculty; researches, makes determinations and processes student requests for grade adjustments for repeated courses; determines student eligibility on Academic Renewal petitions; processes petitions for withdrawal including verification of extenuating circumstances and routes for faculty approval; verifies eligibility and processes petitions for credit by exam; updates student records and notifies students of actions taken; maintains a permanent record of transactions regarding academic records for verification and audit.
2. Receives, logs, verifies, enters and scans incoming academic transcripts, exam scores and related academic information from other institutions; enters transcript school and course data in PeopleSoft; receives, confirms and processes transcript and verification requests submitted through the National Student Clearinghouse.
3. Receives and processes requests from students for regular and rush transcripts by established deadlines; notifies students of campus debt or other holds on their records and collects payments; follows up on any missing or incomplete data in records; researches microfilm and microfiche records; generates and distributes official Palomar College transcripts; receives, logs and balances transcript fees received; waives transcript fees in allowable circumstances.

4. Receives and processes a variety of forms and requests including graduation and transfer certifications, prerequisite verifications, course repetition, course substitutions, academic dismissal, duplicate diploma and others; communicates responses and explanations and provides options to dissatisfied students.
5. Compiles and verifies student record data for a variety of purposes; researches and resolves student record issues, conflicts and discrepancies; responds to inquiries and provides information to students, staff, faculty, administrators, other institutions and the public on regulations, policies, procedures and guidelines.
6. Stays abreast of updates in District policies and procedures and current and emerging technologies.

Marginal Functions:

1. Maintains and balances cash drawers at a public counter and prepares deposits; processes credit card transactions.
2. Verifies enrollment, degrees and/or certificates awarded in response to authorized outside requests; complies with subpoena requests.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible experience involving admissions, student records and/or financial aid processes including experience that provides familiarity with the maintenance of academic records and issuance of official transcripts.

Education/Training: Equivalent to completion of the twelfth grade.

Preferred Qualifications:

An associate's degree from an accredited college or university with coursework in recordkeeping, statistics, business administration or a related field.

Knowledge of:

1. Goals and objectives of a college records office.
2. Sections of the California Education Code applicable to assigned responsibilities.
3. The Family Educational Rights and Privacy Act and other state and federal laws, rules, regulations and policies governing student admissions and matriculation.
4. Standards, requirements, procedures, practices, techniques and terminology involved in academic structures and records procedures.
5. Operations of a computer and uses of standard business applications including word processing, spreadsheet and database software and other specialized College software applications, including enterprise software and imaging systems.
6. Office administration practices and procedures, including filing and recordkeeping systems.
7. Research methods and procedures applicable to academic records.
8. Business mathematics.
9. Basic cashiering methods and procedures.

10. Principles and practices of sound business communication; correct English usage, grammar, spelling and punctuation.
11. Concepts, practices and techniques of customer service.

Skill in:

1. Interpreting, explaining and applying administrative policies, procedures and practices relative to assigned areas of responsibility, ensuring consistency and a high degree of accuracy.
2. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
3. Making arithmetic calculations quickly and accurately.
4. Operating a computer and other standard office equipment including imaging systems and using spreadsheet, word processing and enterprise software.
5. Responding in-person and by telephone to inquiries and requests at a public counter or by telephone, calmly, patiently and effectively.
6. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
7. Preparing clear, concise and accurate records, data entries, reports and other written materials.
8. Communicating clearly and effectively, both orally and in writing.
9. Maintaining the confidentiality of department and student records and information.
10. Using tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations.
11. Establishing and maintaining effective working relationships with others encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions with extensive exposure to computer screens and frequent contact with faculty, students, family members, staff of other departments and the public, some of whom may be upset or angry.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods; near visual acuity for reading computer screens, reports and schedules; repetitive use of hands for extensive use of keyboards.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.