Records and Operations Specialist

Department: Office of the Registrar and Institutional Research
FLSA Status: Non-Exempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. to 5:00 p.m.; 12 months.

Job Status: 1.0 FTE

Reports To: Executive Director of IR and Registrar
Amount of Travel Required: None
Positions Supervised: None

POSITION SUMMARY:

Under general supervision, supports the Office of the Registrar and Institutional Research to ensure record/data accuracy and the effective operation of daily office functions. Works as a team member to implement several processes and ensure quality interactions with students, faculty, staff, and other stakeholders. Performs essential functions personally or in conjunction with internal and external constituencies.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement

Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)

Performs a variety of data management and technical duties in support of the daily operations of the Office of the Registrar and Institutional Research, including using student information system and related software to aid in registration, forms processing and accurately updating student academic records.

Interacts regularly with students, faculty, staff, and others in person and via phone and/or email.

Administers student experience surveys.

Implements and maintains new process for recording student course credit earned through credit-by-exam (e.g., Advanced Placement, International Baccalaureate, etc.)

Performs general office duties, including but not limited to processing student forms as well as covering the front desk, phones, email, and special events.

Ensures data quality for student records by investigating and correcting records identified as in error or needing update, such as contact information, anticipated graduation date, faculty mentor, etc.

Other Job Function Statement(s)

Other duties as assigned

POSITION QUALIFICATIONS: (The **minimum** knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform each essential duty.)

KNOWLEDGE (Defines the ***mental aspects*** of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)**Minimum:** Associate's degree and 2 years of experience in higher education or related field **OR** a bachelor's degree and 1 year of experience in higher education or related field.

License or Certification (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) **N/A**

SKILLS (The ***application of knowledge*** by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform each essential duty satisfactorily to fully meet job expectations.)

To perform each essential duty, an individual must:

- accurately and effectively apply Family Educational Rights and Privacy Act (FERPA) regulations;
- utilize Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) or appropriate alternative software to the extent required to effectively perform the essential functions;
- communicate effectively and appropriately using a variety of platforms to various constituencies including students, faculty and staff.
- document work processes enabling others to follow the steps needed to complete tasks.

ABILITIES (*Natural talents*, *developed proficiencies*, and or *other job-related requirements*. This section includes ***observable behaviors or behaviors that produce observable*** results necessary to perform the essential functions of the job.)

To perform each essential duty, an individual must have the ability to:

- follow instructions;
- pay attention to details, work accurately and keep deadlines;
- synthesize effective summaries of data to communicate a message;
- analyze and solve problems (individually or as a member of a team);
- handle confidential materials discretely and professionally on a routine basis;
- perform highly detailed and repetitive tasks with interruptions, rapidly changing priorities and multi-tasking;
- balance multiple projects and unstructured tasks within deadlines;
- work with staff and faculty across campus in a collegial and effective manner;
- build ongoing relationships with the faculty, to develop collaborative associations with members of the professional staff who are either suppliers or recipients of institutional data, and to function effectively across divisional lines;
- acquire new knowledge and apply it in a work setting;
- model high standards of honesty, integrity, trust, and ethical behavior.

BEHAVIORS (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to perform the essential functions of the job and are formally reviewed during the annual performance evaluation process.)

To perform each essential duty, the following must be demonstrated:

- Productivity - Completes all assignments on a timely basis.
- Accuracy - Ability to perform work accurately and thoroughly.
- Teamwork - Willingness and ability to work with others.
- Service Orientation - Exhibits a 'customer friendly' demeanor with internal and external customers.
- Attendance - Misses few days of work.
- Punctuality - Arrives on time.

PHYSICAL REQUIREMENTS:

The following represent the physical requirements of the essential job functions.

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

WORK ENVIRONMENT:

Noise level characteristically found in this job is a traditional office environment with moderate noise.

Disclaimer: The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. ***It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities.*** Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Expectations:

To meet job, departmental and college expectations, the incumbent agrees to: apply and/or demonstrate the knowledge, skills, abilities, and behaviors needed to perform the duties and/or responsibilities listed above; engage in acceptable behavioral norms that may referenced in a job or departmental memo and the Austin College Operational Guide, in a fully acceptable manner. This job description may not be inclusive of all expectations. In addition, the College will supply you with resources for success that may include, but are not limited to: an updated job description, feedback, coaching, training, and performance appraisal. It is important to refer to your job description and any other applicable written or oral communication as all relate to work performance and expectations.

I have received a copy of my job description and it was reviewed with me by my supervisor.

Yes_____No_____Date: _____

By signing this document, you understand and agree with the expectations listed above.

Employee Signature: _____ Date: _____

Supervisor Signature:_____ Date: _____

Executive Signature:_ _____Date: _____