Saint Michael's College
Job Description

Job Title: Senior Records Specialist

Department: Registrar's Office

Supervisor or Manager: Office Coordinator

Date Created: 7/15/2005  Last Revised: 8/31/13  FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Physical and electronic files of student records are maintained in an accurate and secure manner
• Requests for transcripts as well as enrollment and degree verifications are completed according to accepted practice
• Transcript fees and weekly deposits are handled safely
• Information is maintained regarding the volume of service requests for SMC/Trinity College and former students
• Students, faculty and staff requiring Registrar’s Office services are assisted courteously and professionally

Essential Duties and Responsibilities:
• Demonstrates discretion, good judgment and an appreciation for confidentiality in handling personal information
• Handles requests from students and former students in need of SMC and Trinity College transcripts
• Checks transcripts to verify for accuracy; adds and updates transcript notes
• Prints, copies, validates and faxes or mails transcripts
• Checks students’ account balances to determine eligibility for transcript service
• Verifies enrollment and degrees for SMC and Trinity students via the National Clearing House
• Maintains records of transcript and verifications service for SMC and Trinity College students
• Keeps accounts of students with outstanding balances for transcript services and communication with them
• Notifies faculty of outstanding incomplete grades
• Supervises student assistants
• Manages records archive process; prepares older documents for scanning into Image Now and oversees ongoing scanning of both current and historical documents, safely disposes of paper files according to disposal schedule, stores bound faculty grade sheets
• Assists with registration, grading and mailings
• Answers phone and helps in-person students/faculty with questions related to schedules, classrooms, registration, grades, transcripts, verifications and other matters
• Assures proper authentication of documents for international students and others who will be working abroad – sees that documents are notarized and certified by appropriate parties and forwarded to the Secretary of State for the Apostille to be added.

Secondary Responsibilities:
• Assigns classrooms using EMS (Event Management Systems)
• Keeps inventory of supplies in storage and places orders when needed
• Opens and distributes mail within the office

Positions Supervised:
• None

Major Contacts:
• Registrar’s Office staff
• Faculty, staff, students and former students
• Associate Dean
• Student Accounts

Page 1 of 3
Saint Michael’s College
Job Description
Job Title: Senior Records Specialist

- Athletics Department
- Student Life

**Demonstrates Excellence:**
- Possesses strong interpersonal and communication skills and works effectively with students, faculty and staff
- Performs work assignments with extreme accuracy and pays close attention to detail
- Expresses effective analytical and exemplary problem-solving skills
- Displays a positive attitude in any situation
- Is able to not only work well, but really shine under pressure

**Education and Work Experience:**
- Associate’s degree or equivalent combination of education and experience
- Experience in a clerical setting involving the use of basic administrative skills
- Previous experience in a higher education setting is helpful

**Analytic Skills:**
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

**Language and Literacy Skills:**
- Reads and interprets documents such as operating instructions, procedure manuals, and College policies, to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

<table>
<thead>
<tr>
<th>Software</th>
<th>Knowledge Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Word</td>
<td>None</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>___ working knowledge</td>
</tr>
<tr>
<td>Microsoft Publisher</td>
<td>X_ None</td>
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<tr>
<td>Microsoft Powerpoint</td>
<td>X_ None</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>___ None</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
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<tr>
<td>Adobe Acrobat</td>
<td>___ None</td>
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<tr>
<td>Quark</td>
<td>X_ None</td>
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<tr>
<td>Datatel</td>
<td>___ None</td>
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<tr>
<td>Internet Research</td>
<td>___ None</td>
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</tbody>
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Other:
- PaperVision (Intermediate)

**Licenses, Certifications and Other Requirements:**
- None required

**Physical Demands:**
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk
While performing the duties of Senior Records Specialist, the employee is occasionally required to lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**
- Familiarity and understanding of FERPA (Family Educational Rights and Privacy Act)
- Ability and willingness to cover the phone and front counter when needed
- Must be able to work overtime occasionally
- Good communication skills and the ability to deal effectively with students and former students, parents, faculty, staff, and others

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.