



**West Valley - Mission**

Community College District

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## CLASS SPECIFICATION

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### **SENIOR STUDENT RECORDS ADVISOR**

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 61

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#### **DEFINITION**

To advise, assist, and provide technical information and support regarding the evaluation and status of permanent academic records; to perform duties requiring specialized knowledge; to serve as custodian of permanent student records; to function as technical liaison for all student records systems and software; and to provide administrative support to assigned supervisor.

#### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level classification of the Student Records Advisor class series. Positions at this level are distinguished from other classes by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties, including providing technical and functional oversight over assigned personnel and performing technology support and training. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Director, Student Enrollment and Financial Services.

Exercises technical and functional oversight over assigned technical staff.

**EXAMPLES OF ESSENTIAL DUTIES** - Duties may include, but are not limited to, the following:

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training and work guidance pertaining to prerequisite requirements, course requirements, and certifications of degrees and certificates; work with employees to correct deficiencies.

Monitor and review changes in federal, state, and/or district laws and regulations as they apply to student records and college course offerings.

Coordinate with and provide department liaison to district information technology staff regarding system software modules pertaining to student records.

Consistently review and ensure proper coding in relevant systems for multiple reporting purposes; review and correct error reports; problem solve in conjunction with district information technology staff; reconcile academic advising data for accuracy.

Ensure that student records staff understand and are trained in relevant requirements and processes; mitigate issues independently or in coordination with management personnel.

Perform the most difficult work related to evaluation and processing of student enrollment and completion records.

Build and maintain positive working relationships with co-workers, other district employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of technical and functional oversight and training.

Procedures, methods, and references used in the evaluation of student records.

Pertinent federal, state, local, and district laws, rules, and policies affecting the evaluation of student records.

Course equivalencies, descriptions, and numbering systems in institutions of higher learning.

### **Ability to:**

Provide technical and functional oversight over assigned staff; effectively train staff.

Perform the most complex duties related to evaluating student records, determining transfer credits, general education requirements, and eligibility for graduation.

Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Read, interpret, apply, and explain relevant technical procedures and/or government regulations.

Advise and assist students, counselors, and other district staff regarding evaluation of student records.

Prepare and maintain statistical records, reports, databases, files logs and lists.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

### **Experience and Education**

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Experience**

Two years of responsible journey experience similar to Student Records Advisor with the West Valley-Mission Community College District.

**Education:**

Equivalent to an Associate's degree from an accredited college with major coursework in education, business or a related field.

**License and Certificate**

Possession of, or ability to obtain, an appropriate, valid California driver's license.

*EEO Category: Clerical/Secretarial*

*Date Approved: July 1, 2017*