



West Valley - Mission

Community College District

CLASS SPECIFICATION

STUDENT RECORDS ADVISOR

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 57

DEFINITION

To perform a variety of technical functions related to maintaining the accuracy and integrity of student academic records; to evaluate and certify relevant documents and requirements; and to provide technical support and expertise regarding student records to staff, faculty, administrators and others.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Student Records Advisor class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Supervisor, Admissions and Records.

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

Provide technical assistance and guidance to students, staff, counselors, faculty, and administrators in the interpretation and clarification of enrollment, graduation, and academic transfer policies, requirements, and procedures; research and respond to questions regarding degree and certificate requirements, and eligible transfer coursework.

Evaluate college transcripts and related documents to determine appropriate equivalencies and credits; evaluate and certify graduation petitions, certificate requirements, and general education certification; compile lists of graduation and certification candidates; order, proof, and mail diplomas.

Ensure conformance with federal, state, and district laws, regulations, policies, and procedures related to student records; develop and modify work processes in accordance with legislative mandates and changes in regulations.

Adjust, calculate value, and maintain student academic records, including input, update, retrieval, verification, and tracking of student data.

Retrieve, compile, and record data required for preparation of federal, state, and institutional reports.

Determine and document student eligibility for degrees, certificates, transfer, and/or athletic eligibility; notify students and staff according to established guidelines.

Monitor, troubleshoot, identify, and resolve problems and issues related to automated system software modules; liaison with information technology staff to provide input and recommendations concerning applicable computer systems and applications software.

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:

Policies, procedures, methods, and references used in the maintenance and valuation of student academic records.

Pertinent federal, state, and district laws, rules and regulations.

Techniques and methodology of transcript evaluation.

Basic arithmetic calculations and recordkeeping techniques.

Ability to:

Use independent judgment to evaluate and research student transcripts and related documents to determine transfer credits, completion of general education requirements, and eligibility for graduation.

Intermittently, review and evaluate 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 or stand; 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.

Accurately enter, update, and correct information in automated systems.

Perform arithmetic calculations and reconcile data.

Methodically review and assess student academic records to ensure compliance with program requirements.

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 student enrollment services experience at an institution of higher learning.

Education:

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

EEO Category: Clerical/Secretarial

Date Approved: July 1, 2017