ACADEMIC RECORDS SPECIALIST

<table>
<thead>
<tr>
<th>BAND</th>
<th>GRADE</th>
<th>SUBGRADE</th>
<th>FLSA STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>?</td>
<td>?</td>
<td>Non-Exempt</td>
</tr>
</tbody>
</table>

- Incumbents in the Academic Records job family review academic records to ensure University policies and procedures are adhered to, and official grades and transcripts are accurate.
- Incumbents perform routine, but varied responsibilities and tasks related to the evaluation of academic records.
- A majority of time is spent on tasks requiring substantially similar knowledge of academic policies and procedures, and skill in applying rules and tracking data.

TYPICAL CLASS RESPONSIBILITIES: (These responsibilities are a representative sample; position assignments may vary.)

1. Performs a variety of complex administrative duties including verifying student records and grades, updating and maintaining files and databases; facilitates the transfer of student records and transactions.
2. Processes and analyzes external transcripts and performs degree audits, which includes: identifying courses that transfer from other institutions; determining which courses apply towards a student’s graduation; and performing other related activities.
3. Reviews student applications, information, and accounts and makes recommendations regarding transfer eligibility, degree certification, athletic eligibility, and/or necessary chargebacks.
4. Compiles, reviews, and analyzes a variety of data and information; formulates recommendations based on findings; and prepares related reports.
5. Serves as a liaison to students, parents, faculty, staff, and/or other interested parties regarding academic programs and progress, and/or other applicable areas of responsibility.
6. Researches, evaluates, and assists in the development and updating of applicable programs and policies.
7. Performs other duties of a similar nature or level.
### UNIVERSITY OF MAINE SYSTEM CLASSIFICATION PROGRAM

#### ACADEMIC RECORDS SPECIALIST

<table>
<thead>
<tr>
<th>LEVEL OF DECISIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Level 1 incumbents determine the order of the steps to be performed, and the tools necessary to complete the steps. Incumbents prioritize tasks on a daily basis.</td>
</tr>
<tr>
<td>Career Level 2 incumbents prioritize daily tasks for self and subordinates, and determine the application of defined policies and procedures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIRECTION RECEIVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Level 1 incumbents perform tasks that are completed following defined procedures and standards, the specific steps of most routine tasks are defined.</td>
</tr>
<tr>
<td>Career Level 2 incumbents follow established policies and procedures, and work under minimal supervision.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DIRECTION PROVIDED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Level 1 incumbents may instruct student workers and/or lower level employees in work methods and procedures.</td>
</tr>
<tr>
<td>Career Level 2 incumbents may instruct student workers and/or lower level employees in work methods and procedures, and may make, schedule, and monitor work assignments.</td>
</tr>
</tbody>
</table>

### CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

Incumbents assigned to **Career Level 1** may be responsible for:
- Determining the academic eligibility of student athletes.
- Documenting policies and standards in a software system.
- Querying data and running reports.
- Tracking academic progress.

Incumbents assigned to **Career Level 2** may be responsible for:
In addition to **CL1** level responsibilities:
- Monitoring grading procedures.
- Analyzing transcripts.
- Assigning tasks and monitoring performance of subordinates.
- Implementing internal procedures.
### UNIVERSITY OF MAINE SYSTEM CLASSIFICATION PROGRAM

#### ACADEMIC RECORDS SPECIALIST

**TRAINING AND EXPERIENCE REQUIREMENTS**

Incumbents in this class typically require an equivalent combination of education and experience sufficient to successfully perform the responsibilities of the job, such as those listed below.

- **Career Level 1**: High school diploma or equivalent (G.E.D.) and sufficient experience, including one year of general clerical experience.
- **Career Level 2**: Associate's Degree in business (or a related field) or equivalent work experience and training; and three years experience working with academic records (and related software systems), which includes two years with lead or supervisory responsibility.

The Education, Training, and Work Experience requirements listed above are intended to serve as a general guideline for recruiting purposes. Additional qualifying experience may substitute for the required education of the assigned position.

---

**KNOWLEDGE REQUIREMENTS**

Classification knowledge requirements:
- Customer service principles;
- Admissions, enrollment and registration processes and requirements;
- Data collection;
- College programming;
- Computers and related software applications.

---

**SKILL REQUIREMENTS**

Classification skill requirements:
- Providing exemplary customer service;
- Verifying student information;
- Referring students to internal and external resources;
- Keeping abreast enrollment and admissions trends;
- Presenting information;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

---

**PHYSICAL REQUIREMENTS**

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Involves sitting most of the time. Walking and standing are required only occasionally.
UMS Core Competencies:

Core Competencies apply to all UMS positions, with varying emphasis.

Accountability
Takes personal responsibility for all work activities and personal actions, implementing decisions that have been agreed upon, and acknowledging mistakes and failures without blaming others.

Clear Communication
Expresses oneself clearly and effectively when speaking and writing to individuals and groups; listening attentively and insuring communication is understood by all parties involved.

Client/Customer Service Orientation
Focuses one’s efforts on exceeding the customer’s needs. Takes personal responsibility for dealing with and/or correcting customer service issues and concerns.

Dependability
Timely & reliable completion of assignments and work responsibilities.

Efficiency
Completes activities/projects in a timely manner on or before scheduled deadlines with minimal errors. Takes new, unique and creative approaches to how work is done and strives to continuously improve processes and quality.

Initiative
Independently anticipates and identifies problems, obstacles and opportunities and takes decisive action to address them.

Interpersonal Skills
Ability to work effectively with others using empathy and self-regulation to manage interactions with others.

Problem Solving/Decision Making
Generates successful approaches to analyzing and resolving problems and makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment.

Respect and Valuing Diversity
Demonstrates the ability to recognize, understand, accept and appreciate the value of workplace diversity; respects the practices, values, and points of view of other individuals and groups.

Teamwork and Collaboration
Works cooperatively with others, contributes to and accepts group opinion; and understands that organizational and team goals take precedence over individual goals.

Source: Temple University, 2010

Classification History

<table>
<thead>
<tr>
<th>DATE</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, February, 2010</td>
<td>Draft 1 PD prepared by FLA &amp; WG</td>
</tr>
<tr>
<td>1, March, 2010</td>
<td>Draft 2 PD prepared by WG and JLMT</td>
</tr>
</tbody>
</table>

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.