<table>
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<tr>
<th>CAREER LEVEL</th>
<th>DBM RATING</th>
<th>FLSA STATUS</th>
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<tbody>
<tr>
<td>CL1</td>
<td>B21</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>CL2</td>
<td>B22</td>
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**NATURE OF WORK**

- 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 of essential class duties; position assignments may vary.)

1. Performs a variety of complex administrative duties including verifying student records and grades, updating and maintaining files and databases; communicates with students and school officials by letter, phone, and e-mail; 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.

**LEVEL OF DECISIONS**
**ACADEMIC RECORDS SPECIALIST**

**Makes decisions regarding how the operations of a process are carried out by selecting among established techniques and practices. Incumbents have a choice as to how and when the operations are carried out, but not as to what operations constitute the process.**

- **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.

- **Career Level 2** incumbents prioritize daily tasks for self and assigned staff, and determine the application of defined policies and procedures.

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<th>DIRECTION RECEIVED</th>
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<tr>
<td><strong>Career Level 1</strong> incumbents perform tasks that are completed following defined procedures and standards, the specific steps of most routine tasks are defined.</td>
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<tr>
<td><strong>Career Level 2</strong> incumbents follow established policies and procedures, and work under minimal supervision.</td>
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<tr>
<td><strong>Career Level 1</strong> incumbents may assign/delegate work assignments and smaller projects to student workers and/or temporary employees; May encourage teamwork and group efforts; May troubleshoot problems and issues commensurate with relevant experience.</td>
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<tr>
<td><strong>Career Level 2</strong> incumbents may lead/coordinate and/or delegate work assignments and projects to student workers, temporary employees, and/or regular employees; May instruct others in work methods and procedures; May verify the work of others; May motivate individuals and encourage group efforts; May handle the most complex issues requiring substantial knowledge of institutional operations; May anticipate and plan for problems and issues.</td>
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**TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:**

Incumbents assigned to **Career Level 1** may be responsible for:

- Collecting and disseminating a variety of written and verbal communications requiring knowledge of relevant policies, procedures and rules for assigned area; providing explanations requiring some interpretation of policy to common questions and requests.
- Scanning documents.
- Compiling, reviewing and analyzing data.
- Creating and maintaining academic records.
- Determining the academic eligibility of student athletes.
- Documenting policies and standards in a software system.
- Running defined queries; making basic modifications to queries in accordance with requested information.
### TYPICAL CAREER-LEVEL SPECIFIC RESPONSIBILITIES MAY INCLUDE:

- Tracking academic progress.

Incumbents assigned to **Career Level 2** may be responsible for:

In addition to **CL1** level responsibilities:

- Handling verbal and written communications for a broad range of questions, issues and requests in assigned area of responsibility; preparing customized memos and related communications for non-routine issues; identifying needs of various parties to determine appropriate response. Monitoring grading procedures.
- Reviewing and analyzing transcripts and applications to verify student information.
- Identifying student needs and referring them to internal and external resources.
- Assigning tasks and monitoring performance of assigned staff.
- Implementing internal procedures.

### TRAINING AND EXPERIENCE

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 one year clerical experience.
- **Career Level 2**: High school diploma or equivalent (G.E.D.) AND two years working in academic records including some lead experience.

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

### LICENSING REQUIREMENTS

Incumbents in this class may require:

- **None**

### KNOWLEDGE REQUIREMENTS

Classification knowledge requirements:

- Customer service principles;
- Admissions, enrollment and registration processes and requirements;
- Data collection;
- College programming;
- Computers and related software applications.
CLASSIFICATION SPECIFICATIONS
ACADEMIC RECORDS SPECIALIST

SKILL REQUIREMENTS

Classification skill requirements:
- Providing exemplary customer service;
- Verifying student information;
- Referring students to internal and external resources;
- Keeping abreast of enrollment and admissions trends;
- Presenting information;
- Using 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.

CLASSIFICATION HISTORY

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<tr>
<th>DATE</th>
<th>COMMENT</th>
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<tr>
<td>5/2/12</td>
<td>Final</td>
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The above class specifications are intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department as determined by the University.