

**JOB INFORMATION**

Effective Date	10/24/2022
Job Title:	Academic Records Specialist
Salary Grade/Structure:	150 - Support Staff
Career Level Name:	P1 - Entry Professional
FLSA Name:	Non-Exempt
Job Summary	The Academic Records Specialist performs complex academic records requests, includes but not limited to; personal information changes, FERPA requests, grade change requests, vaccine updates, reinstatements from suspension, reinstatements for non-payment, graduation application processing, and name changes. Completes intricate technical and analytical based functions in PeopleSoft SIS. Including building and updating class schedule changes.

**COMPETENCIES**

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

Education

Education Level	Education Details	Required/ Preferred	
High School Diploma or GED		Required	
Associate's Degree	Two years of education beyond high school in college or technical school.	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Minimum three years of experience in higher education and customer service.	Required	
Less than 3 yrs	Three years of experience in Records, Registration, and the Registrar's Office.	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred
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## Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of polices, curricula, and academic structure of a college.	Basic
• Knowledge of course disciplines, educational units, and education history.	Basic
• Knowledge of general format, content and use of college course catalogs.	Basic
• Ability to use Microsoft Office products.	Skilled
• Knowledge in Student Information System(s).	Basic
• Skilled in time management and completing work with minimal errors.	Skilled
• Ability to independently interpret a wide variety of policies and procedures.	Skilled
• Ability to establish and maintain cooperative working relationships with faculty, administrators, and others.	Skilled
• Ability to process work with minimal errors while working in an environment of constant interruptions.	Skilled
• Analyze and troubleshoot complex staff, faculty, or student issues while providing excellent customer service.	Skilled

## JOB RESPONSIBILTIES

- Campus Security Authority
- Remote Work Capable

## Essential Functions

Essential Function	% TIME
• Collaborates with other departments to complete grade change, record change, and course registration requests.	15%
• Processes complex and in-depth student record changes, example is student program plan changes for all academic programs.	10%
• Answers inquiries regarding policies, procedures, and student/employee records. Coordinates and responses to requests via phone, email, and in-person.	10%
• Code, index, scan, and process student documents.	10%
• Cash handling - Create check deposits.	10%
• Serve as support with commencement planning and implementation.	10%
• Assist with managing calls queued in the Cisco call center from administrators, staff, faculty, and students.	10%
• Assist with managing correspondence contained in the Registrar's Office inbox from administrators, staff, faculty, and students.	10%
• Process transcript request, collect appeal, reinstatement, and late graduation documents.	10%
• Other related duties as assigned.	5%

## PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

# PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

## Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

## Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

## Travel Requirements

Estimated Amount	Brief Description