

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: FT, 12 Mo.	Title RECORDS CLERK
Revised: 1/21/2015	Department STUDENT AFFAIRS / RECORDS
Level: Staff, Range 4	IPEDS CLERICAL & SECRETARIAL
FLSA: Nonexempt	Reports to RECORDS MANAGER

POSITION SUMMARY

Provide assistance in the Records Office in the areas of student records, transcripts, indexing electronic records, and graduation, as well as serving as the main point of contact for visitors and telephone inquiries to the office.

MAJOR FUNCTIONS

1. Answer telephone and greet visitors to the Records Office, providing assistance as necessary.
2. Coordinate day-to-day operation of the Records Office, including receiving, sorting and distributing incoming mail; maintaining filing systems; maintaining inventory of supplies and ordering as needed; and insuring efficient work flow.
3. Create and maintain academic transcripts, including handling of transcript requests.
4. Process receipt of high school/high school equivalency and incoming college transcripts.
5. Process Grade Changes as requested by instructors.
6. Coordinate applications for graduation, including the ordering of caps, gowns, and diplomas.
7. Work with the Information Systems programmer as needed to complete job responsibilities.
8. Assist with indexing electronic records.
9. Perform other related tasks as required.

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

1. High School Diploma/GED required. Associate Degree or equivalent preferred.
2. One (1) year full-time related work experience or equivalent.
3. A high degree of accuracy in data entry.
4. Excellent communication and interpersonal skills.
5. Ability to perform multiple tasks and remain calm during frequent interruptions.
6. Ability to establish and maintain positive working relationships with other employees.

7. Ability to handle confidential material judiciously.

EQUIPMENT/SOFTWARE

1. Operate standard office equipment such as computers, scanner, copiers, and telephones.
2. Demonstrated proficiency in the operation of computer/software programs, including word processing, spreadsheet and database software, Crowder College student database (Jenzabar), and Documentum.

POSITIONS SUPERVISED

Work-Study only

WORKING CONDITIONS

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office and campus.
2. Input and access information using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to apply common sense understanding to carry out instructions furnished in written or oral form.
2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students, staff, and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.