

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2017**

**STUDENT RECORDS SPECIALIST**

**FLSA STATUS: NON-EXEMPT – PAY GRADE: 7 – C**

**JOB FAMILY: STUDENT SERVICES    JOB FUNCTION: STUDENT SERVICES**

The Student Records Specialist provides administrative support requiring the ability to coordinate the completion of multiple tasks or assignments within established time frames. This position performs routine to moderately complex duties based on previous experience in department specific matters and has primary responsibility for planning daily routine of department administrative operations. Individuals in this position serve in a unit within Student Services (Admissions, Financial Aid, Student Engagement, etc.) as a specialist but are called to assist with other events and programs as needed.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Receive, open, and sort incoming mail; Prepare responses and replies when applicable; Process incoming student transcripts.

Perform a wide variety of clerical, administrative support and technical activities for the Admissions and Records Office.

Act as a resource for information to students and the public relative to all college Admissions and Records policies, requirements and procedures. Provide information and assistance in person and over the phone to students, staff and the public related to college functions, procedures and policies.

Determine and process admissions and residency status for students. Assist students and the public in understanding and applying information contained in the college catalog, schedule of classes, and other publications and/or news releases.

Register students; troubleshoot and process enrollment requests with students, faculty, and staff.

Maintain files and records requiring the use of discretion; prepare records for microfilming and imaging; check and file microfilm records. Prepare reports and summaries, gathering source data as necessary

Acts as a voice and advocate for students and staff regarding matters related to assigned area at the college; promotes and leads professional development advancement for assigned areas; establishes collaborative relationships with campus and administrative departments and community stakeholders to advance and promote student services programs; directly supervises and evaluates assigned staff; provides mentorship and leadership to staff; analyzes and reports on statistical data related to assigned area functions and proposes and implements appropriate action plans in response.

During peak enrollment periods, works directly with students on campus; performs related duties as assigned.

Perform related duties as required.

**SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

**SUPERVISION EXERCISED**

Supervision may be exercised over student employees.

**MINIMUM QUALIFICATIONS**

High school diploma or high school equivalency degree supplemented by at least two (2) years of related experience in administrative support functions.

**PREFERRED QUALIFICATIONS**

Associate's degree from an accredited college or university and three (3) years of related experience in administrative support functions. Requires proficiency in word processing applications.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

**Language Ability:** Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with subordinates, co-workers, the public, supervisors, etc.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

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**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 10/17