

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

STUDENT RECORDS ANALYST I

FLSA STATUS: NON-EXEMPT – PAY GRADE: 12 – C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

The Student Records Analyst I possesses a general level of knowledge on a wide variety of topics in student records but also demonstrates a more specific expertise of one or more subjects and develops that knowledge as an on-going process, attending professional development opportunities and trainings to ensure that they always deliver the most accurate information and best service to students.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Serves as a point of escalation to other staff in assigned subject area; reports to leadership on escalations and decision recommendations; delivers expert opinions to students and faculty/staff and judgments on specific items within area of expertise; reviews and certifies student documents and decisions with accuracy, monitors and delivers reports on workload within assigned area and is particularly responsible for maintaining established service-level agreements for assigned areas.

Acts as a resource for information to students and the public relative to all student records policies, requirements and procedures; provides information and assistance both in-person and virtually to students, staff and the public related to student records functions, procedures and policies; develops and conducts training with both internal and external stakeholders on system functionality in their area of assignment; delivers feedback on training and system status to leadership.

Registers students; troubleshoots and processes enrollment requests with students, faculty, and staff.

Adheres to FERPA tenets and enforces compliance with state, federal, and institutional laws and policies with regard to handling student records and sensitive information; participates in audit report preparation as requested; prepare records for archiving and imaging; prepare reports and summaries, gathering source data as necessary.

Attends events, including but not limited to, orientations, presentations, meetings, and trainings as a representative of student records; participates and co-leads an area of student service at commencement ceremonies.

Works directly with students both in-person and virtually; and performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervisory staff.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and student employees.

MINIMUM QUALIFICATIONS

Associate's degree from an accredited college or university and three (3) years of related experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from an accredited college or university and three (3) years of related experience.

**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.

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.

STUDENT RECORDS ANALYST I – Page 3

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: 11/17