

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

STUDENT RECORDS COORDINATOR

FLSA STATUS: EXEMPT – PAY GRADE: 17 – C

JOB FAMILY: STUDENT SERVICES JOB FUNCTION: STUDENT SERVICES

The Student Records Coordinator plans, coordinates, and maintains student service of an assigned area within student records. Working closely with assigned leadership, this individual coordinates teams from a workflow, business management and impact assessment relating to assigned area.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Plans, coordinates, and implements student services and projects which interface with and support the College's mission, goals, and strategic plan and which specifically involve the business of an assigned area in student records.

Coordinates teams that include internal and external constituents (e.g., consultants, subject matter experts, external vendors, student services staff, and faculty) to manage the business of an assigned area of student records; develop timelines for implementation and work completion; provides mentorship and leadership to assigned staff; establishes collaborative relationships with campus and administrative departments and community stakeholders to advance and promote assigned work and projects; conducts tracking, reporting and research on work products; conducts data analysis and produces reports; assists with development and implementation of action plans in response; presents research findings to department leadership as appropriate.

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.

Coordinates, organizes and serves on committees and councils to participate in planning, implementation, and evaluation of assigned business and programs; plans and coordinates support services, systems, and functions necessary for success.

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

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff or student assistants.

MINIMUM QUALIFICATIONS

Associate's degree from an accredited college or university supplemented by three (3) or more years of related experience. Must have effective written and verbal communications ability. Must have solid aptitude for team development and experience delivering timely work products in student services.

PREFERRED QUALIFICATIONS

Bachelor's degree with previous experience working with and managing teams in higher education, preferably in a student records setting.

**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: 12/07