

Academic Records Coordinator Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: TC-3 Grade of I

Approved: 0

By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree and two years of full-time paid (or the equivalent part-time and/or volunteer) experience in a business or educational setting verifying accuracy of records in an automated systems environment, with management or senior level clerical experience; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an associate's **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in a business or educational setting, with management or senior level clerical experience; **OR**
- (c) Graduation from High School or the possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in a business or educational setting verifying accuracy of records in an automated systems environment, with one year in a senior position; **OR**
- (d) Any combination of training and experience equal to or greater than that specified in (a),(b) and (c) above.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The Academic Records Coordinator assists the Associate Dean of Curriculum and Academic Records to accomplish the mission of the Academic Records office including, but not limited to, verification of academic status and honors designation, student enrollment and grade reporting, course and room scheduling, FERPA compliance, transcript requests, transfer credit posting, electronic storage and retrieval of records. Duties include, but are not limited to, maintaining the accuracy, integrity, privacy and security of academic records; reporting to external agencies; supervision of clerical staff; liaison to Campus Technology; and regular communication with students and college staff. Work is performed in accordance with policies and objectives outlined by the Associate Dean. Work is performed under the general supervision of the Associate Dean with wide leeway allowed for the exercise of independent judgment in applying policy to specific cases, planning and carrying out assignments. Supervision is exercised over the work of subordinate clerical staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures accuracy of student academic records within the administrative database, through collaboration with staff including, but not limited to, Enrollment Services, Campus Technology, Provost, Dean of Instruction, Student Success, Concurrent Enrollment, Global Connections, External Relations, Alumni, Baker Center, Health Services, Residential Life, Public Safety, Human Resources, and Athletics departments;
- Coordinates grade submissions and, as necessary, grade changes;
- Establishes and monitors the accuracy of student academic status and honors designation;
- Responsible for accuracy of outgoing transcripts, related notifications and correspondence;
- Coordinates the verification and correction of the identification of students in the administrative database, consolidates all duplicate records within the administrative software database and secondary databases, and coordinates with campus technology to ensure accuracy of automated procedures;
- Serves as support for the transfer evaluation process, answers questions regarding transfer evaluations in supervisor's absence, and researches other institutions' course information for transfer credit equivalencies;
- Assists in the preparation the semester room scheduling, including the optimization of room usage and resolution of scheduling conflicts, and also coordinates classroom use with other departments;
- Modifies, maintains, and updates data in the master schedule system for all locations; serves on institutional scheduling group;
- Establishes and manages the semester final exam schedule;

- Establishes and maintains academic calendar in administrative software and publishes instructor reporting dates;
- Assists with providing education and interpretation of FERPA regulations for the College, its employees, students, and third party agents, and maintains records of authorization and releases of non-directory information to third parties as required under FERPA;
- Interprets and clarifies college academic policies and procedures for instructors, students and college staff;
- Troubleshoots and resolves database issues that impact class registration, section information, and catalog records;
- Supervises assigned clerical staff;
- Develops, recommends, and assists with policy and procedural changes that facilitate office operations and delivery services;
- Represents the Academic Records Office in meetings; attends professional conferences and training programs; attends faculty and other college meetings;
- Creates, audits, and submits enrollment and graduate data to the National Student Clearinghouse; coordinates enrollment verifications provided by the college and the Clearinghouse, researches active and archival records to respond to queries made via the Clearinghouse;
- Works with Campus Technology and External Relations to maintain and improve department web presence on college's website.
- Monitors and ensures compliance with Academic Records retention regulations.

PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of mathematics and English;

Thorough knowledge of college services, policies, and practices;

Thorough knowledge of Academic Records Office data, materials, and procedures;

Thorough knowledge of office systems, equipment, terminology, and procedures as applied to the Academic Records Office's work;

Good organizational and communication skills;

Ability to work effectively with multiple complex administrative software programs;

Ability to handle routine administrative details independently;

Ability to understand and carry out complex oral and written instructions;

Ability to perform close, detail work involving considerable visual effort and strain;

Ability to plan, coordinate, and review the work of others;

Ability to deal well with college staff, students and the public under a considerable amount of stress in a fast-paced atmosphere with tact and courtesy;

Ability to perform programming and complicated procedures with attention to detail in spite of continual interruptions;

The employee's physical condition shall be commensurate with the demands of the position.

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Originally Created May 9, 2012