State College of Florida, Manatee-Sarasota  
Job Description

Job Title: Assistant, Educational Records  
Reports to: Associate College Registrar  
FLSA Status: Non-Exempt  
Level: 113  
Position Class: C9992

**Job Summary:**
This position involves specialized technical work in Educational Records. This position assists students from the point of registration through graduation. The primary focus of this position is to provide student support in all forms for records and registration policies and procedures. This position is responsible for ensuring the accuracy of student record data and that all documentation is accurate, complete, and readily available for students.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

**Essential Duties and Responsibilities:**
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Assists students at the front counter in Educational Records. More often than not, will be the first contact for students in the office.

2. Guides and assists students from registration through graduation by providing accurate information regarding all Educational Records policies, procedures and processes.

3. Assists in the processes all electronic transcript requests from students via the online vendor registrar support system. Completes all paper transcript requests including printing and monitoring individual pick up requests which includes the intake of money by cash, check or credit card. Monitors and works with Credentials, Inc. personnel to update online calendar dates, messages, etc. for the online ordering system. Maintains daily money log for all cash/checks received for transcripts and responsible for ensuring deposits are properly documented and given daily to the Bursar.

4. Assists staff, as needed, with processing tuition and fee waivers for Florida State employees, classroom teachers and state residency. This involves careful monitoring of enrollment and ensuring proper documentation is on file.
5. Performs daily tasks that include the adjustment to confidential student records, including but not limited to, add/drop requests, instructor and student withdrawals, name and address changes, and grade changes, etc. Ensures that each request is accurate and contains all appropriate documentation.

6. Provides telephone and face-to-face customer service for Educational Records.

7. Responds to requests for course descriptions, catalogs, etc. from other colleges/universities.

8. Responsible for scheduling of staff for front counter in office. Ensures lobby area is clean and work space is properly stocked with materials.

9. Accurately records the receipt of all high school transcripts at the front counter for students to ensure a seamless communication flow to students regarding record requirements.

10. Responsible for scanning and indexing files into the document imaging system. This includes filing, maintaining and purging student records in compliance with Florida record retention requirements.

11. Keeps abreast of all SACS, Florida Department of Education, SCF and/or departmental policies, and procedures.

12. Serves on college-wide committees as appropriate.

13. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associate's degree or equivalent from two-year college or technical school and two or more years related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from clients, customers and general public.
• **Math Ability:**
  Ability to calculate add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral diagram/chart of schedule form.

• **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, database and email software. Proficiency with the College's current database software is essential within one month of hiring date.

• **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
This position is responsible for mail that includes cash, checks and credit card information.

**Responsibility for Communication:**

• **Internal Contacts:**
  This position has routine contact with SCF students and staff.

• **External Contacts:**
  This position has routine contact with college/university personnel, third party vendors, outside agencies, colleges, universities, high schools and the general public.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. General environment is a busy office with frequent interruptions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity. This employee is frequently required to stand, walk, sit and reach with hands and arms and occasionally lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust
focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Service Excellence:** ALL State College of Florida Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellent standards as listed:
   - **RESPECTFUL**
     Act in a courteous manner
     Actively listen to gain full understanding
     Demonstrate awareness of “everything speaks”
     Show empathy and caring
   - **RESPONSIVE**
     Approach people in an inviting and pleasing manner
     Take ownership of actions and decisions
     Plan, anticipate, and be forward thinking
     Answer and return phone calls and emails
     Use proper communication etiquette
     Banish the phrase “not my job”
     Provide assistance to all inquiries and follow through
   - **ACCURATE**
     Do it right the first time
     Be knowledgeable of product and how it interfaces with others
     Ask probing questions
     Use resources effectively and efficiently
   - **COLLABORATIVE**
     Participate in teams
     Develop team skill sets
     Learn available resources to be responsive to your constituents
     Develop internal and/or external connections

3. **Grooming and Appearance:** State College of Florida Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to
wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<td>Preparing Manager</td>
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