### State College of Florida

#### Job Description

**Job Title:** Educational Records Assistant  
**Reports to:** Coordinator of Educational Records  
**FLSA Status:** Non-Exempt  
**Level:** 113  
**Position Class:** C9992

**Job Summary:**
This position involves specialized technical work in the Educational Records Office. This includes disseminating accurate information regarding admissions, records, and registration policies and procedures to the general public, students and college staff. This position is responsible for ensuring that data is accurate in the database and all documentation pertaining to admissions, records and/or registration is accurate and complete.

**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. Provides educational records service to students, college staff and the general public by disseminating accurate information regarding the processing of applications, registering students, add/drop requests, withdrawals, transcripts and grade changes.

2. Inputs data from web and paper admissions applications and downloads information into the database.

3. Reviews and verifies information accuracy of all submitted information; This includes verifying social security numbers, names and addresses while adhering to all SCF data standards.

4. Processes transcript requests, generates official and unofficial transcripts as requested.

5. Classifies students as residents or non-residents of the state of Florida for residency purposes and assigns fees accordingly. This includes verification of receipt of all proper documentation prior to the classification; Reviews and verifies information submitted by various forms of identification for validity while following SCF policies, state guidelines and statutes.

6. Prepares student packets for residency reclassification requests; disseminates all information and fact sheets to students, employees, and faculty regarding residency classification.
7. Processes requests for court ordered subpoenas for student records; notifies students appropriately regarding subpoenas received for academic records while complying with all applicable laws, rules and regulations.

8. Assists the Coordinator of Educational Records and Computer Services staff in testing and resolving admissions, records and registration system issues and problems.

9. Provides telephone and face-to-face customer service to include a large volume of general public informational requests and general receptionist duties including serving at the front counter assisting customers; Responds to requests for course descriptions, catalogues, etc. from other academic institutions and the general public.

10. Processes and maintains verification of enrollment forms; generates enrollment verification certifications for students.

11. Assists in creating, filing, maintaining and purging of student records in compliance with the State of Florida records retention requirements; responsible for scanning and indexing files into the document imaging system.

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

13. Maintains accurate student records in database and hard copies to include name changes and other record updates such as enrollment corrections and grade changes and ensures that all information received is accurate and complete.

14. Updates students’ records from hard copy files for transcripts and readmissions.

15. Assists the Associate Vice President for Student Services and the Admissions Committee in conjunction with special admission requests; requires monitoring of all supporting documentation.

16. Processes student test scores in database and applies the appropriate course attributes.

17. Assists with commencement ceremony activities

18. Completes individual weekly statistical reports; 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 the 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 or 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 high school personnel, loan companies, 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 that of 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 employees must fulfill the following basic performance expectations:

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

2. Customer Service: All SCF employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida 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 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 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 employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida 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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