

POSITION TITLE: Student Services Records Specialist
DIVISION: Student Services
REPORTS TO: Registrar
CLASSIFICATION: Non-Exempt/Hourly
POSTING DATE: June 5, 2018

SUMMARY:

Provide standard organizational or process information to students and prospective students. Responsibilities may include providing admissions information to prospective students; providing information on registration processes; reviewing transcripts, registration forms, and related documentation for alignment with college requirements; greeting and directing visitors; processing academic forms and applications; assisting students with class registration, applications and other materials, entering and tracking student data; and maintaining records.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Provides customer service to students, staff, callers and visitors (via email, telephone, fax or face-to-face) to enrolled and prospective students on topics, such as, admissions, registration, and application processes, student portal access, and other related documentation, in accordance established requirements and procedures.
- Prepares and processes program, academic, registration, and/or other forms; duties could include organizing records, preparing forms, entering and processing changes to records.
- Responds to information and work requests regarding policies, admission and enrollment requirements, academic programs; duties may involve resolving student records issues, addressing records-related inquiries; providing information on and resolving issues.
- Performs other related duties.

ROLE SPECIFIC DUTIES:

Data Privacy observance

- Maintains the privacy of student information and confidential records in compliance with the Family Educational Right to Privacy Act (FERPA).
- Collects and verify adequate releases of information are on file for releases of student record information.

Records Maintenance

- Creates, updates, and maintains the accuracy and integrity of student records in multiple systems using standard data entry procedures.
- Reviews data for errors; addresses incomplete information, and resolves inconsistencies.
- Processes course drop/add forms, program change forms, credit for prior learning/transfer credit forms, transcript requests, and enrollment and degree verification.
- Authorizes incoming grades and manages academic probation and denial statuses.

Degree Maintenance

- Receives and processes program completion applications.
- Identifies deficiencies for graduation and notifies students, monitors degree audit.
- Certifies records of graduating students.
- Process requests for transcripts and degree verifications.
- Assists with submission and error correction of reports to multiple agencies – National Student Clearinghouse, Wisconsin State Reporting, and other agencies as required.

ROLE SPECIFIC DUTIES (Continued):

Reception Coverage

- Provide coverage as assigned of the college reception desk, and phones sufficient to create a welcoming impression for guests, students, and college staff.

TRAINING AND EXPERIENCE:

Associate degree in related field, and 1 year of related experience; or equivalent combination of education or experience. Experience in a records office, student services or a college setting is desired but not required

KNOWLEDGE:

- Laws and Regulations;
- Principles of data entry;
- Applicable computers and software;
- Customer Service;
- Contract and agreement requirements;
- Methods of compiling related documents;
- Recordkeeping principles;

SKILLS:

- Critical thinking;
- Time management;
- Operating computers and software;
- Creating schedules;
- Maintaining records;
- Organizational skills;
- Attention to detail;
- Mathematical skills
- Utilizing oral and written communication and interpersonal skills as applied to interaction with coworkers, supervisors, students, the general public, and others sufficient to exchange or convey information.

APPLICATIONS:

Internal and External applicants complete and submit the online employment application at <https://www.swtc.edu/about/job-opportunities>. For questions regarding the application process please contact Human Resources at humanresources@swtc.edu or 608.822.2314.

CLOSING DATE FOR APPLICATIONS: June 20, 2018

STARTING DATE: July 2018

SALARY BAND: A13, Hourly Wage Range, \$16.42 - \$19.70

BENEFITS/SERVICES: Our comprehensive benefit package includes the following and much more:

• Health Insurance	• Dental Insurance
• Life Insurance	• Long-Term Disability
• Health Savings Account	• Health Club Access
• Wisconsin Retirement System Contribution	• On-campus day care (hourly rate charged)

SELECTION PROCESS: The Review Committee will screen applicants and contact them for an interview. Meeting the minimum qualifications does not assure the candidate an interview. Final candidate's employment offer will be subject to completion of a criminal background check and pre-employment drug screening.

Southwest Tech does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. The Equal Opportunity/Affirmative Action Officer has been designated to handle inquiries regarding non-discrimination policies. Call 800-362-3322, Ext. 2315 (TDD: 608-822-2072) or write Southwest Tech, 1800 Bronson Blvd., Fennimore, WI 53809.