UNIVERSITY OF SOUTHERN CALIFORNIA

Student Records Technician IV

Job Code: 137028

Grade: F
OT Eligible: Yes
Comp Approval: 10/19/2004

JOB SUMMARY:

Researches and responds to inquiries and requests for information from faculty, staff, students or external sources. Provides direction to subordinates. Inputs student data and maintains student records database. Reviews incoming documents, makes preliminary assessments of student problems and issues and makes recommendations or referrals. Assists with training of academic units, admission, financial aid and/or enrollment services. Provides clerical and administrative support for unit.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ Provides direction and instruction to subordinates as needed or requested by supervisor.

______ Researches and responds to inquiries from faculty, staff, students or external sources regarding policies and procedures governing such areas as registration, off-campus/special programs, course scheduling, limited status financial eligibility, non-credit transcripts, admission, financial aid and/or enrollment services processing, etc.

______ Assists individuals requesting information by mail. Prepares written replies to inquiries. Ensures compliance with policies, procedures and pertinent laws in releasing confidential information.

______ Provides assistance in the day-to-day administration of department. Provides clerical and/or administrative support for unit such as scheduling classes and sessions numbers, coordinating tuition and fees assignments, creating special system codes, researching information on web, monitoring and maintaining student, university, and/or curriculum tables or any other tables, etc.

______ Composes a variety of correspondence and memoranda from verbal directions or from knowledge of departmental policy or procedures.

______ Types and proofs correspondence, memoranda, reports, and related materials for supervisor or department staff as requested.

______ Reviews and interprets the complexities of reports. Analyzes student related problems and makes appropriate referral decisions.

______ Reviews incoming documents, makes preliminary assessments of student problems and issues and makes recommendations and referrals.

______ Assists with the training of academic units in areas such as the usage of the Continuing Education system on SIS, matters of scheduling special sessions for off-campus courses, creating special College Entrance Examination Board Codes (CEEB), etc.

______ Maintains student information database, inputs data and generates letters and/or lists. Prints transcripts or other documents as requested. Verifies student information and/or records as needed. Performs database searches as required.
Participates in special assignments or short-term projects as needed. Gathers various materials and data for special reports and special projects.

Answers telephones, route callers, takes messages and provides routine information to academic units, agencies, faculty, staff and/or students and other individuals.

Establishes and maintains files and records which may contain confidential student information. Ensures reconciliation and/or quality control of records, as needed.

Maintains currency with, understands and ensures compliance with all University policies and procedures and applicable state, federal and local laws, regulations and policies.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
<th>No</th>
<th>Yes</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- High School or equivalent

**Minimum Experience:**

- 2 Years

**Minimum Field of Expertise:**

- General office

**Preferred Education:**

- Associate's Degree

**Preferred Experience:**

- 3 Years

**Skills: Administrative:**

- Answer telephones
- Assemble and coordinate manuscripts
- Communicate with others to gather information
- Compose letters
- Coordinate work of others
- Draft routine correspondence
- Edit routine documents
- Establish filing systems
- Gather data
Input data
Maintain filing systems
Prioritize different projects
Research information
Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software
Verify calculations
Write memorandums for own signature

**Skills: Other:**
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Lead/Guidance Skills
- Organization
- Scheduling

**Skills: Machine:**
- Adding Machine
- Calculator
- Computer Network (Department or School)
- Computer Network (University)
- Fax
- Personal Computer
- Photocopier

**Supervises: Level:**
- Leads one or more employees performing similar work

**Supervises: Nature of Work:**
- Administrative
- Clerical/Secretarial

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The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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