UNIVERSITY OF SOUTHERN CALIFORNIA

Student Records Manager

Job Code: 137030

Grade: K
OT Eligible: No
Comp Approval: 8/16/2007

JOB SUMMARY:
Manages the day-to-day operations of Academic Records Services including Grade, Transcript, Verification and Veteran Affairs areas. Provides consultative services and interpretations to students and University departments in the areas of University policies and procedures and student academic records. Oversees the development of program policies and procedures and operational and information systems to support program services. Supervises all subordinate staff and student workers.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Directly supervises all subordinate staff. Recruits, screens, hires and trains staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required.</th>
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<td>Schedules and assigns workloads to staff. Authorizes overtime as appropriate. Ensures staff members are adequately trained and cross-trained to promote continuity of operations during vacations and extended absences.</td>
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<td>Manages the creation, maintenance and dissemination of student academic records and related information. Ensures security and accuracy of student academic records. Has responsibility for security, archive scheduling and destruction of pertinent records in accordance with AACRAO retention of records recommendations.</td>
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<td>Researches and resolves problems referred by subordinates and/or other staff. Provides policy interpretation and technical consultation as required. Stays current in University, federal, state and/or regulatory changes and ensures staff members are informed of changes and updates. Understands FERPA and other privacy/confidentiality legislation and directs the activities of the office accordingly.</td>
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<td>Develops, coordinates and implements new technology to support office duties. Develops specifications and procedures for record imaging, indexing and retrieval.</td>
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<td>Oversees development of program policies and procedures and operational and informational systems to support program efforts. Identifies and resolves systematic problems and issues. Has responsibility for development and maintenance of office procedure manuals. Develops quality control standards. Identifies appropriate performance/activity metrics and captures and analyzes collected data. Evaluates and directs staff based upon performance against these standards.</td>
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<td>Interacts with other University departments, students, parents, alumni, external organizations, federal/state authorities, contract service agencies and vendors serving as agents of the office. Maintains a leadership role on departmental and University committees.</td>
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<td>Oversees cashiering, account reconciliation and coordination of credit card services.</td>
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Oversees printing and inventory control of all office forms, publications, etc.

Gathers financial data used to develop a budget. Analyzes variances and prepares status reports. Provides projections, as needed.

Oversees Veterans Affairs functions. Ensures timely processing of VA student applications, certification of student enrollments and eligibility with the VA, maintenance of VA records and responding to yearly audit of records by the VA.

Develops and implements measures to maintain security and integrity of student records and establishes procedures to ensure that the release of information is appropriately authorized.

Responds to special requests and resolves customer service complaints.

_E_ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

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:**

Essential:  
☐ No
☐ Yes  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:**

Bachelor's Degree
Combined experience/education as substitute for minimum education

**Minimum Experience:**

3 Years

**Minimum Field of Expertise:**

Directly related experience in records management and student records. Knowledge of student and academic programs, policies and procedures, and FERPA requirements. Knowledge of the student information systems. Demonstrated interpersonal, critical thinking and communication skills. Demonstrated proficiency in Microsoft Office.

**Preferred Field of Expertise:**

Knowledge of USC student and academic programs, policies and procedures.

**Skills:** Other:

Analysis
Assessment/evaluation
Budget control
Communication -- written and oral skills
Conceptualization and design
Conflict resolution
Consulting
Counseling
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies/principles/etc.
Managerial Skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Public speaking/presentations
Research
Staff development
Teaching/Training

Skills: Machine:
Calculator
Computer Network (Department or School)
Computer Network (University)
Computer Peripheral Equipment
Fax
Personal Computer
Photocopier

Supervises: Level:
Supervises employees who do not supervise
Supervises student, temporary and/or casual workers

Supervises: Nature of Work:
Administrative
Clerical/Secretarial

SIGNATURES:

Employee: ____________________________ Date: ____________________________

Supervisor: __________________________ Date: ____________________________

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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