JOB SUMMARY.

Responsible for planning, organizing, and coordinating operational activities of Evaluations and Records personnel, including implementing policies and procedures; assisting with and performing the more difficult and technical activities of Evaluations and Records; and training, scheduling, supervising, and evaluating assigned personnel.

DISTINGUISHING CHARACTERISTICS:

The Supervisor, Academic Records is distinguished from other Enrollment Services supervisory classifications by its responsibility for overseeing day-to-day operations in Evaluations and Records.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.

2. Plans, arranges, and oversees day-to-day operations of Evaluations and Records; assists in planning and implementing office procedures; coordinates work as required at District education centers.

3. Recommends, drafts, prepares, and assists in the implementation of Evaluations and Records goals, objectives, policies, and procedures, ensuring compliance with applicable District, federal, and state requirements.

4. Operates specialized automated office equipment, such as computers and printers to maintain records, enter and retrieve data, and independently produce a variety of documents and reports utilizing standard and advanced machine functions and programs requiring devising formats and manipulating data to achieve desired results.

5. Develops, documents, prepares, and maintains a variety of statistical and analytical reports and studies.
6. Supervises and participates in the updating, enhancement, implementation, administration, and training of staff on applicable software; develops and updates related forms and training materials; coordinates the resolution of computer and/or software issues and problems.

7. Assists in the development and tracking of the departmental budget and applicable expenditures.

8. Investigates, troubleshoots, and resolves policy and procedure questions and/or problems, ensuring compliance with applicable District policies, procedures, and protocols.

9. Serves as a liaison for Evaluations and Records in response to student, staff, campus, and community inquiries, including conducting investigations associated with complaints received from applicable parties and performing specialized, technical research and assistance.

10. Coordinates activities with applicable internal departments and external agencies regarding the interpretation and implementation of applicable requirements in assigned area of responsibility.

11. Reviews and resolves petitions for exceptions of academic procedures and policies related to graduation and transfer.

12. Supervises the collection and security of monies received through the transcripts office.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.

2. Participates in shared governance through service on planning and/or operations committees and task forces.

3. Performs related duties and responsibilities as required.

**QUALIFICATIONS.**

**Knowledge of:**

1. Supervisory principles and practices.

2. Rules, policies, procedures, and protocols of assigned area of responsibility.

3. Applicable federal, state, and local laws, rules, and regulations.

4. Basic budgeting principles.

5. Modern office equipment.

6. Automated computerized systems in assigned area of responsibility.

7. Basic accounting principles.

8. Customer service principles and practices.

9. Student records and/or evaluations services practices in a higher education environment.

10. Basic financial aid policies and procedures.
Skill in:
1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Interpreting and applying applicable rules, regulations, and policies.
4. Analyzing and troubleshooting difficult situations accurately and adopting effective courses of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Developing and maintaining a budget.
7. Investigating and resolving customer complaints.
8. Maintaining confidentiality and discretion.
10. Preparing and maintaining training manuals.
11. Preparing and maintaining staffing schedules.
12. Interpreting data and information.
13. Mediating difficult and/or hostile situations.
14. Maintaining the proper storage and security of applicable documents.
15. Preparing, analyzing, and maintaining a variety of records and reports, ensuring accuracy of information.
16. Training employees on the use of applicable software systems, policies, and procedures.

Experience and Training Guidelines
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Five years of progressively responsible admissions, records, and/or evaluation experience, including one year of lead experience.

Education/Training:
An Associate’s degree from an accredited institution in business administration or a related field.

WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff, and students.
**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating for extended periods of time and performing required duties. Must be able to travel between education centers and other District locations.