



Class No.:	
Original Date:	Sept 12, 2011 March 28, 2015 June 2017 Jan 2018 Mar 2018 April 2021 June 2022 October 2024
Pay Group:	22

CLASS SPECIFICATION

RECORDS OFFICER

NATURE & SCOPE OF WORK

This is complex and varied administrative and customer service work in support of the Registrar's Office. This position is primarily responsible for ensuring that student records, major processes, and related services are maintained at the highest level of accuracy and standards. Duties include coordinating and maintaining systems processes that support records and registration, managing and processing requests for student record information, liaising with University departments and students on student record-related matters, compiling reports and statistics, and other student records processes. An incumbent in this position reports to the Associate Registrar of the functional area and receives operational direction from the Supervisor.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Processes, updates and maintains permanent student records and files. Assists the functional area in researching, analyzing, and correcting errors to meet data standards and ensure data integrity.
- Maintains student records by processing application, registration, grade, and records-related forms and materials. Checks that the information and forms submitted are complete and conform to student record requirements. Processes standard and non-standard forms, as required.
- Under the guidance of the Supervisor, organizes and leads the time ticketing/beginning of term and end of term processes. Reviews and assesses output and troubleshoots issues to find root causes.
- Liaises with University departments for time ticketing and grading inquiries, registration override requests, and the processing of non-standard applications, registrations, and records changes.
- Processes, for approval of the Registrar or designate, requests for late drops and withdrawals, course withdrawals due to extenuating circumstances, and required to withdrawal appeals.
- As a member of a team, makes recommendations to implement new business processes and procedure improvements. Introduces across internal team and other department functions.
- Remains updated and current in University policies and procedures and administer as they

govern the student records processes.

- Maintains the integrity and confidentiality of sensitive information and systems
- Participates in the development, design, testing, and implementation of new systems or upgrades used by the Registrar's Office. Documents new or updated processes.
- Verifies, compiles, and releases appropriate student record information for third party requests (e.g. education verifications, lawyers requests)
- Provides back-up support to the Student Information Services Officers as required and provides escalation point for more complex issues.
- Reviews, checks work and provides training and guidance to Student Information Services Officers and other Records officers, as required in new and existing policies, procedures, and systems
- Develops and coordinates the reporting functionality through Banner, Argos, or other systems.
- Prepares and signs routine and non-routine correspondence, and other documentation related to registration and records.
- Prepares and distributes email communications to students through Banner or other systems.
- Evaluates and scans documents as received. Enters information relevant to student records process. Ensures data entered is accurate.
- Verifies and processes XML transcripts from transfers institutions in BC and sends it to Admissions or Transfer credit for articulation.
- Requests, compiles, files and updates information from the Registrar's Office, University instructional and service areas, and from other educational institutions. Distributes information as required to a variety of internal and external areas.
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the applicable rules, regulations and procedures that govern the University and Registrar's Office activities.
- Thorough knowledge of spreadsheet, and database applications and the ability to upgrade if required.
- Thorough knowledge of Banner or another automated student record system.
- Considerable knowledge of the University's programs, courses, services and activities offered and knowledge of viable alternatives available for programs not offered by the University.
- Considerable knowledge of the University's policies and procedures governing student records maintenance, admissions, registration, transfer credit, and graduation.
- Considerable knowledge of the application of freedom of information and protection of privacy provisions to the operation of the department.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Thorough knowledge of word-processing applications.

- Skill in keyboarding at 50 wpm
- Considerable knowledge of office practices, procedures and equipment.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to troubleshoot incidents and problems effectively and efficiently.
- Ability to carry out research assignments and to assist in assembling and organizing information obtained from a variety of sources.
- Ability to multitask, apply organizational skills, and work independently to meet deadlines. Ability to take responsibility for completion and follow-through of goals and tasks.
- Ability to be flexible and resourceful in the performance of job duties
- Ability to interpret and explain the applicable rules and regulations that govern Registrar's Office activities.
- Ability to process, enter and maintain accurate records and archives.
- Ability to handle difficult customers appropriately and use tact and judgement while providing a high level of customer service.
- Ability to use resourcefulness and creativity in solving unique problems.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students, external contacts, and the general public.
- Ability to follow complex oral and written instructions and communicate information effectively, both orally and in writing.
- Ability to work with constant interruptions and to maintain attention to detail.
- Ability to learn software applications, apply technical knowledge, and use them in accordance with established methods and procedures.
- Ability to assess information and service needs, and provide information regarding student records which includes admission procedures, educational planning, academic advising, and registration.
- Ability to make arithmetic computations and tabulations correctly.
- Ability to compose routine and non-routine correspondence and reports.
- Ability to provide one-on-one training on assigned tasks to new and temporary staff.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a two-year Diploma or Associate Degree (minimum 60 credits).
- Two years of directly related work experience in an administrative and customer service role, including work experience in an educational setting with significant contact with students, faculty, and the public.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATION

- None