

# University of Houston – Clear Lake

## Position Description

Job Title: **Records Clerk**

Job Code: **5312**

Pay Grade: **090**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High school diploma or GED.	College level work in Business, Psychology or related area preferred.
Experience	One year or more full-time general office experience, PC skills, accuracy and attention to detail required.	2 years experience in a university environment preferred. Record keeping experience preferred.
License/Certification		

*This position may be security sensitive requiring a background check of the final candidate.*

### POSITION SUMMARY

Assists with the graduation process, including the application, diploma orders, commencement exercises, and degree conferral and verifications. Also responsible for loan deferments, enrollment verifications, and statements of standing. Assists with registration, grades, class schedule, and changes to students' records. Responds to phone calls and written correspondence, providing information regarding university and office policies and procedures. Places, maintains and removes records encumbrances on student records. Responsible for maintaining the accuracy, integrity, and confidentiality of the student academic record; processing changes to those records; editing and insuring the validity of information in the semester course file; assisting in the production of the semester class schedule; providing oversight to insure that federal, state, and university regulations, policies and procedures are followed in all matters related to records and registration; responding promptly and in a customer-friendly manner to all written and verbal inquiries from students, staff, faculty, and the public.

Duties and responsibilities

% Time

Responsible for editing the semester course file to be sure it meets Coordinating Board and university regulation prior to printing the Class Schedule. Performs queries to edit and crosscheck information for accuracy and completeness. Informs the school when data entered has not received approval and explains the process for obtaining approval. Insures that data not approved is not published in the Class Schedule. Notifies appropriate offices when course changes are made.	25
Maintains a working knowledge of FERPA (Family Education Rights and Privacy Act), the Buckley Amendment to FERPA, directory information, and the Texas Open Records Act as they relate to student records, while researching, processing and responding to inquiries related to grades, grade changes, drops and withdrawals, reinstatements and name changes. Works with faculty to insure grades are submitted by stated deadlines and that grade changes follow university guidelines. Understands the differences in processing between long semesters and summer and responds accordingly.	25
Has shared responsibility for monitoring of help line during telephone registration. Responds in a service-oriented manner to all calls; researches and resolves problems; assists students in learning to use the EASE system; recommends changes to information and instructions on EASE to clarify students' understanding. Processes manual registrations and administrative changes as requested by schools.	25

Graduation responsibilities: Processing graduation applications, letters to students, ordering and mailing diplomas, commencement ceremonies.	15
Responsible for maintaining records according to the university retention schedule and for disposing of those records in an appropriate manner at the end of the retention period. Responsible for labeling, organizing, and storing files in a manner that makes them readily accessible for auditors and for authorized staff use. Produces monthly report of work processed, telephone and personal contacts; covers front counter when needed. Other duties as assigned.	10

***This position description describes the general qualifications, duties and responsibilities of work being performed.***