



USC University of
Southern California

Student Records Manager Job Description

JOB INFORMATION

Job Code:	137030
Job Title:	Student Records Manager
FLSA Status:	Exempt
Supervisory:	Supervises student, temporary and/or casual workers.
Job Family:	Student Records
Job Family Group:	Student Support Services
Management Level:	5 Manager

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 QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

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

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
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.				
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.				
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.				
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.				
Develops, coordinates and implements new technology to support office duties. Develops specifications and procedures for record imaging, indexing and retrieval.				
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.				
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.				
Oversees cashiering, account reconciliation and coordination of credit card services.				
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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.