



### JOB INFORMATION

<i>Job Code:</i>	137028
<i>Job Title:</i>	Student Records Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May lead one or more employees performing similar work.; May supervise student, temporary and/or resource workers.
<i>Job Family:</i>	Student Records
<i>Job Family Group:</i>	Student Support Services
<i>Management Level:</i>	7 Individual Contributor

### JOB SUMMARY

Establishes and maintains files and records which may contain confidential student information. Researches and responds to inquiries and requests for information from faculty, staff, students or external sources. Inputs student data and maintains student records database. Reviews incoming documents, makes preliminary assessments of student problems and issues and makes recommendations or referrals. Assists with training of academic units, admission, financial aid and/or enrollment services. Provides clerical and administrative support for unit.

### JOB QUALIFICATIONS:

#### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		General office skills
	X	Familiarity with electronic signature technology platforms (e.g., DocuSign, Dootloop)

## Other Job Factors

### JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Establishes and maintains files and records which may contain confidential student information. Ensures reconciliation and/or quality control of records, as needed.				
Researches and responds to inquiries from faculty, staff, students or external sources regarding policies and procedures governing such areas as registration, off-campus/special programs, course scheduling, limited status financial eligibility, non-credit transcripts, admission, financial aid and/or enrollment services processing, etc.				
Answers telephones, route callers, takes messages and provides routine information to academic units, agencies, faculty, staff and/or students and other individuals.				
Assists individuals requesting information by mail and email. Prepares written replies to inquiries. Ensures compliance with policies, procedures and pertinent laws in releasing confidential information.				
Provides assistance in the day-to-day administration of department. Provides clerical and/or administrative support for unit such as scheduling classes and sessions numbers, coordinating tuition and fees assignments, creating special system codes, researching information on web, monitoring and maintaining student, university, and/or curriculum tables or any other tables, etc.				
Composes and proofs a variety of correspondence, memoranda, reports and related materials, from verbal directions or from knowledge of departmental policy and procedures.				
Reviews and interprets the complexities of reports. Analyzes student related problems and makes appropriate referral decisions.				
Reviews incoming documents, makes preliminary assessments of student problems and issues and makes recommendations and referrals.				
Assists with the training of academic units in areas such as the usage of the Continuing Education system on SIS, matters of scheduling special sessions for off-campus courses, creating special College Entrance Examination Board Codes (CEEB), etc.				
Maintains student information database, inputs data and generates letters and/or lists. Prints transcripts or other documents as requested. Verifies student information and/or records as needed. Performs database searches as required.				
Participates in special assignments or short-term projects as needed. Gathers various materials and data for special reports and special projects.				
Maintains currency with, understands and ensures compliance with all university policies and procedures and applicable state, federal and local laws, regulations and policies.				

### 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.