



DATE ISSUED: 04/10
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Director, Student Records

JOB SUMMARY

Performs complex and highly responsible job duties in the preparation, operation, and management of the application processing. Coordinates the functions of admissions application processing and evaluation. Performs independent, responsible and at times highly confidential work requiring sound judgment and effective work practices. Work is performed under minimal supervision and performance is based on the effective operation of the administrative function. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Associate Vice President, Enrollment Services

Supervises: Manager, Supervisor, Coordinators, Evaluators I and II, Application Processors I and II, Records Clerk, Support Staff, and Student Assistants

PRIMARY DUTIES - *May include, but not limited to the following:*

Provides vision and a systematic approach to processing of admissions applicants in accordance with the mission of the University and annual recruitment goals.

Coordinates tasks related to application processing and evaluation.

Maintains knowledge of existing and new policies, practices and procedures related to NCAA transfer credit processing while adhering to Southern Association of Colleges and Schools (SACS) and NCAA rules and regulations.

Ensures prompt, efficient application processing.

Oversees maintenance of internal and external databases, coding structures, and electronic transfers of student data related to admissions applications.

Ensures policies, procedures, and good practices are maintained for improved application processing and evaluation.

Responsible for risk management and maintaining confidentiality of sensitive data and information.

Ensures proper communication to applicants relating to application processing.

Responds to inquiries concerning admissions requirements, both general University requirements and individual academic departmental requirements.
Collaborates with faculty in determining course equivalencies and/or substitutions for which there are not established guidelines.
Provides training on data entry/automated data processing procedures.
Reviews exceptional or unusual admissions cases.
Budget responsibilities including management and adherence to departmental budget including accurate forecasting of needs.
Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.
Is the 'Custodian of Record' for granting access to the application processing systems.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

Bachelor's degree required, Master's degree highly preferred.

EXPERIENCE

Minimum of five years of progressively responsible management experience in a high volume, document processing office. Additional job-related education may substitute for required experience on a year-for-year basis. Evidence of leadership and successful supervisory ability required. Experience with student data systems and document imaging software a plus.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Ability to plan, organize, and administer staff to assure maximum efficiency in the admissions application processing function.
Ability to plan and organize staff schedules to ensure maximum productivity and workflow efficiencies.
Ability to plan, direct, and evaluate, using manpower, time, funds and other resources for the accomplishment of long-term and short-term goals of the institution.
Knowledge of University policies concerning admissions, student and academic records.

Detailed knowledge of academic program admissions requirements and deadlines.
Ability to use student information systems for statistical analysis and other computer technology applicable to functions of position.
Ability to establish and maintain effective work relationships with prospective students and families, applicants, current students, faculty, staff, and other administrators.
Ability to work on own initiative, exercising sound judgment and working with a high degree of accuracy.
Ability to multi-task and work well under pressure of tight deadlines and periods of heavy workloads.
Ability to exercise sound judgment in determining work priorities.
Ability to provide exemplary leadership.
Ability to apply budgeting and fiscal planning techniques within financial constraints.
Ability to communicate effectively orally, by phone, in person, and in writing.
Knowledge of management methods and ability to provide administrative guidance and provide direct training and supervision as needed.
Ability to learn and effectively apply new knowledge toward continual improvement of student records processing and outcomes.
Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 25 pounds.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level is usually low to moderate. While performing the duties of this position, the employee may be required to travel.

SAFETY

Supervisors are responsible for the safety of their employees by creating and maintaining a safe work environment. New employees should be provided with safety instruction during the first 30 days of employment and receive, as applicable, annual refresher safety training. Supervisors

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should operate equipment safely and report any unsafe work conditions or practices to Management or Safety Coordinator. Supervisors should insure that employees work in a safe manner and submit injury/accident reports to the Office of Human Resources within 24 hours of notification.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.