



DATE ISSUED: 11/09
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Supervisor, Student Records

JOB SUMMARY

Performs responsible work in supervising the operations of the student records processing and student records evaluation functions within the Office of Student Records. Responsibilities include daily operations related to application processing, as well as supervising staff members in the absence of either Student Records Manager. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director Student Records

Supervises: Application Processor I, Application Processor II, Coordinator, Customer Service Management, Records Clerk

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

- Supervises Student Records application processors.
- Recommends improvements for application processing.
- Informs management of support issues, backlogs or errors.
- Provides user test plans and feedback of software to ITS.
- Trains new and continuing staff members on the process of application processing.
- Monitors job functions to maintain current workflow and ensures task deadlines are met.
- Responsible for ensuring all front desk processes are completed and accurate.
- Manages Student Workers.
- Provides customer service to students, faculty and staff.
- Responsible for timely answering of phone calls using the ACD system.
- Advises students on using online application status tool.
- Ensures accuracy of computations and calculations in determining GPA eligibility.
- Inputs, maintains, and assists in processing computerized data.

Coordinates Quick Admit.
Maintains front desk schedule and adequate coverage.
Reviews and evaluates application files.
Inputs, maintains, and assist in processing computerized data.
Organizes, maintains and researches unidentified documents.
Determines and document academic exemptions and waivers.
Ensures applications have the proper correspondence track.
Ensures quality support to students through the application life cycle.
Serves as one of SR web spinners.
Front desk service for walk-in customers.
Enters paper applications.
Helps student create and set up their Pioneer Portal accounts.
Verifies original documents.
Assigns application starting term and initiates application workflow.
Processes applications.
Determines whether applications are complete and then sends them to evaluation.
Add/Remove necessary holds.
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.

ADDITIONAL DUTIES

Process daily incoming mail.
Enters test scores.
Routes checks.
Prepares documents for scanning.
Performs other duties as requested.

EDUCATION

Bachelor's degree required.

EXPERIENCE

Three years of job-related experience, preferably in admissions or registrar's office setting.

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:*

Working knowledge of office practices and methods.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

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. The employee must have the ability to occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

WORK ENVIRONMENT

Supervisors are responsible for maintaining an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors primarily 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 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

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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.