



Job Title: Academic Records Supervisor

CLASSIFICATION DESCRIPTION

Department: Admissions and Central Records

Pay Grade: 106

FLSA Status: Non-exempt

Remote Work Eligible: No

JOB SUMMARY

This position supervises assigned Academic Records staff and coordinates office procedures. Responsibilities may include implementing policies and procedures; preparing and reviewing reports; resolving issues regarding the evaluation of transcripts; providing training and direction for assigned staff; and performing the duties of those staff members as needed.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Oversees the management and evaluation of all inbound post-secondary transcripts, military Joint Service Transcripts (JST), test credit, and credit awarded through high school or industry specific articulation agreements or other means,
- Monitors the registration and enrollment processes which may include: resolving complex transcript issues; reviewing graduation requirements; reviewing applications; and/or performing related duties.
- Coordinates and provides a variety of academic records services which includes: registering students; monitoring graduation requirements; recommending courses to fulfill graduation requirements; and performing related activities.
- Establishes internal procedures for researching institutional accreditation, grade scales, transferability of courses from non-regionally accredited institutions and conversion of external credits awarded on the quarter hour credit system to align with SPC's semester calendar; regularly reviews state rule and the Statewide Course Number System (SCNS) to identify changes impacting transfer evaluation and articulations.
- Supervises staff to include: prioritizing and assigning work; ensuring staff are trained; ensuring that employees follow policies and procedures; and maintaining a healthy and safe working environment.
- Manages team performance by establishing goals (metrics); distributing work; evaluating performance; and providing timely guidance and feedback to ensure accurate completion of work within established timelines.

- Collects and analyzes data for the distribution of the Daily Priority Report for the Evaluation Team and College Leadership as needed; provides monthly benchmark reports to monitor posting of transfer, test and other credits; and performs regular audit of credits posted.
- Prepares, reviews, and/or processes a variety of other correspondence, reports, information, paperwork, invoices, forms, and/or other related information in assigned area of responsibility.
- Collaborates with others to support the implementation of system projects (File Parser, Reverse Transfer, etc.) to increase the efficiency of transfer evaluation and maintenance of student academic records.
- Collaborates with others in the submission and review of academic appeals.
- Coordinates with the Articulation Department on the process, procedures and posting of high school and industry articulation credits.
- Serves as College's system administrator for Perceptive Content – Brainware (College's OCR software for processing imaged transcripts) including; maintaining systems; troubleshooting; reporting issues; implementing upgrades; and testing the system.
- Works directly with Information Systems team and developers to resolve data load issues.
- Coordinates and monitors student database maintenance.
- Evaluates and creates system upload of data files from Brainware to tables within the College's student information system.
- Serves as the College's systems administrator for College Source Transfer Evaluation System (TES) that is utilized College-wide by potential and current students, administrators and staff; reviews transfer course equivalency rules entered and maintained in TES by assigned staff; grants and removes system access for administrators, faculty, and staff; performs annual data upload to the (TES) national database; and collaborates with others to run batch load processes to copy transfer rules into Peoplesoft – Campus Solutions.
- Tests and verifies functionality of Peoplesoft Campus Solutions when system upgrades are scheduled or new functionality implemented; coordinates testing of other software utilized by the Transcript Evaluation Team.
- Assists with developing business processes and documentation when new services are offered.
- Provides information, guidance and training to faculty and staff College-wide on the evaluation process and procedure.
- Responds to prospective and current students, administrators and staff inquiries regarding the transferability of external coursework.
- Supervises the downloading of test scores (AP/IB/AICE/AICE) from multiple websites and platforms as well as the decryption of AP test scores using decryption software (Kleopatra).
- Assists with Commencement exercises.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree; three (3) years of related work experience in higher education; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervisory principles;
- College program offerings;
- Customer service principles;

- Admission requirements in area of assignment;
- Registration and admissions databases;
- Basic higher education registration and admissions principles, practices, and processes;
- Modern office procedures;
- Basic filing principles;
- Records maintenance principles; and
- Computers and related software applications.

Skills in:

- Providing customer service;
- Utilizing automated registration and admissions database systems;
- Monitoring and managing registration and admission information;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Prioritize and assign work;
- Monitor and evaluate staff; and
- Apply basic higher education registration and admissions principles, practices, and processes.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.	<u>X</u>	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	

Hearing 1 – perceiving sounds at normal speaking levels, receive information.		Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.		Walking – on foot to accomplish tasks, long distances, or site to site.	

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed part of the time working in an environment where errors on this job can lead to significant physical or mental consequences for self or others.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.