POSITION DESCRIPTION

TITLE	Senior Records Office
POSITION NO.	501322
LOCATION	Warwick Campus
REPORTS TO	Director of Records
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week; normally Monday through Friday; evening and weekend work required as assigned
SUPERVISION	Professional, Clerical Staff and/or Student Staff
LIMITATION (if applicable)	Subject to renewal after annual review
REVISION DATE	September 2024

JOB SUMMARY:

With an understanding of records/registrar office policies and procedures, this position manages various department and college-wide systems, provides principal technical expertise, staff training, and project management for the activities of the Office of the Registrar and Office of Enrollment Services with minimal supervision.

DUTIES AND RESPONSIBILITIES:

- Serve as the principal technical coordinator responsible for the setup, implementation and maintenance of all certificates, degrees, majors, and concentrations in the DegreeWorks degree audit system, including maintaining and updating program/curriculum requirements using the DegreeWorks "Scribe" programming language. Manage the existing data as well as creating new or revised courses and programs approved by the Curriculum Review Committee and the Board of Education (Office of the Postsecondary Commissioner)
- Responsible for the precise and complex Scribe programming, including general education core requirements for program completion, in addition to tracking requirements for federal financial aid regulations for students' Curriculum Program of Study (CPoS)
- Primary contact for others who are assigned access to Degree Works and Scribe for specific programs. Provide training and troubleshooting as required
- Responsible for "Sure Code/Controller" and "Transit" to ensure the data in Banner and in Degree Works are consistently in sync and in accordance with curriculum guidelines
- Manage and respond to user needs relating to information flow and inquires on DegreeWorks entries. Plus, identify training needs, and prepare training manuals, and provide training and technical assistance to end users related to DegreeWorks
- Troubleshoot software problems and failures and work to resolve them
- Serve as the technical coordinator for the CollegeNet 25Live Event Scheduling System, LeepFrog CourseLeaf Section Scheduler software, and emerging records related software
- Assist the Director with any issues and test upgrades related to Banner Student Information System, Degree Works, Scribe, Sure Code/Controller, Transit as new versions become available to the college
- Develop, implement, and modify software applications based on defined applications and specifications
- Serve as part of the Records Department team on projects related to degree completion and graduation. Work with IT to manage and coordinate completion of degree audits for students planning to graduate each semester
- Coordinate and implement various projects as assigned by the Director of Records, including department and college wide initiatives
- Coordinate the reporting of enrollment and graduation data to the National Student Clearinghouse
- Serve as a liaison responding to and managing inquiries from admissions, advising & counseling, academic departments, and other offices, and the general public on issues related to the records department
- Identify, research, and recommend enhancements to office procedures and policies and implement as approved
- Research and keep current in software tools and techniques, and vendor supplied information systems for higher education

- Provide assistance to projects that support the implementation of college wide information systems in collaboration with Information Technology, Student Services, Academic Affairs, and other college departments
- Coordinate and provide assistance to the Director of Records in the implementation and management of curriculum changes to courses and programs utilizing CourseLeaf Curriculum Inventory Management (CIM), Banner, and Degree Works
- Assist in coordinating records activities with the functions, policies and procedures of other administrative offices, academic departments, the Marketing and Communications Department, committees and personnel
- Represent the records department on various committees, as assigned by the director
- Manage data using various reporting tools, pivot tables, etc. as requested by the director
- Supervise, train and evaluate student staff as needed
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment
- Other related duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:
Various office equipment which may include computers, typewriters, telephones, copy and fax machines, calculators, etc.

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Associate's degree plus ten years of successful work experience in records and enrollment services at a college/university required
- Knowledge of student information systems required - Ellucian Banner ERP - enterprise resource planning software, and DegreeWorks degree evaluation software, and "Scribe" programming language required
- Demonstrated ability to represent the College positively and effectively with prospective students, faculty, staff, alumni, media, and the public
- Demonstrated ability to write and speak effectively

PREFERRED QUALIFICATIONS:
- Bachelor's degree preferred
- Advanced knowledge of various software; such as Excel, ARGOS reporting tool, and SQL programming helpful
- Knowledge of 25Live event scheduling software preferred

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.