

Clark Atlanta University Job Description

Position Title:	Academic Records Manager
Employee:	<i>(Replacement for Martin Hill)</i>
Department:	Office of the University Registrar
Reports To:	Associate Registrar of Academic Records and Operations

General Function (Description):

The **Academic Records Manager** is responsible for the maintenance of all academic record files. These files are stored in secured vaults and encompass Clark College and Atlanta University, as well as, Clark Atlanta University files. This position oversees the development and maintenance of the electronic transcript process. This position ensures that all records are kept organized and well maintained. This position is also responsible for supplying the academic departments and students with information from the files as requested. This position is responsible for the processing of all requests for transcripts of undergraduate and graduate -, former and current students. Ensures that the transcripts are processed in a timely and efficient manner. Academic Records Manager must work closely with the Associate Registrar of Academic Records and Operations and Transfer Academic Records Coordinator if corrections to academic records are needed. Academic Records Manager will work closely with the processing of data associated with transfer student equivalencies.

Examples of Duties and Responsibilities:

- Ensure the physical security of all permanent academic records in their possession.
- Process requests for information from the files in an efficient and timely manner.
- Maintains all files in an efficient and organized manner.
- Performs a semi-annual audit of all current files.
- Oversees the maintenance of associated paperwork in the files.
- Will assist the Associate Registrar of Academic Records and Operations and Transfer Academic Records Coordinator with other duties as assigned.
- Become and remain knowledgeable of the various records privacy and access laws and regulations governing the release of information, specifically the FERPA laws.
- Provide the best service possible to students, faculty and staff.
- Assist with the electronic transcript process.
- Organize transcript requests as they are submitted to the Office of the University Registrar.
- Make sure that all requests are cleared financially prior to the release of the transcripts.
- Make sure all requests are processed in a timely and efficient manner as designated by the University Registrar and/or the policies of the university.
- Manage all fees associated with these requests.
- Must notify students if their request cannot be processed and the reason for this action.
- Maintain monthly reports of all operational activities performed.
- Pickup and process all mail for the office. This includes the sorting and distribution of the mail to all staff.
- Identify internal and external opportunities for professional growth.
- Assist with special academic records projects as assigned.
- Assist the Associate Registrar and/or University Registrar with special projects as assigned.

Knowledge, Skills and Abilities

- Skill in interviewing and advising.
- Skill in public relations.
- Skill in both verbal and written communication.
- Experience working with faculty/staff/students from post-secondary institutions.
- Knowledge of program or project planning and implementation.
- Experience developing and evaluating policies and procedures.
- Strong written and oral communication skills.
- Conduct independent research

- Analyzing data and drawing conclusions
- Designing and conducting training programs
- Interpreting federal regulations
- Experience working in a financial aid or Registrar's office in a post-secondary institution preferred.
- Knowledge of BANNER software preferred.

Minimum Hiring Standards

<i>Education</i>	Bachelor's degree
Years of Experience Required	Two years academic records processing and maintenance experience; transfer data processing experience.
Years of Management/Supervisor Experience	NA
