

Lead Student Records Specialist

Position Details

Position Information

Position Title Lead Student Records Specialist

Position Number 000533

Advertising to fill which Banner Position Number? 000533

Recruitment Type Existing Position

Additional Supervisors/Screening Chair(s) Darcie Capo

Reports to 000530

Does this position supervise non-student employees? No

Supervises: (If yes, list position #s being supervised)

Position Summary

The Lead Student Records Specialist is responsible for complying with FERPA requirements regarding the confidentiality of student information when interacting with students and parents. The position serves as a team leader to staff responsible for auditing student records in the appropriate software programs by entering a wide range of student information and applying knowledge of appropriate codes and understanding of University processes and state and federal requirements.

Essential Job Functions of Position

- Create, update, and maintain accurate student records (biographical and/or academic data applying appropriate codes, data standards, and state/federal requirements) in appropriate software programs.
- Ensure grades are posted and credits transferred appropriately, by examining each record course by course, grade by grade, and GPA within the software programs and on Washburn University's transcript.
- Conduct necessary research to determine and initiate appropriate resolutions to problems/discrepancies as identified.
- Assist staff with mailings, end of term procedures, Concurrent Enrollment Program (CEP), and 60 & Over Audit enrollment.
- Lead, train, and serve as a resource for staff in the assigned area.
- Perform office administrative support tasks, which includes greeting and responding to visitors and/or customers.
- Participate in cross training with other lead staff.
- Develop a process and production calendar, scan and/or index records, and maintain a standard operating procedure guide.
- May be required to generate reports to evaluate the department's performance.
- May be required to participate in meetings to support reporting programs with on-going education and networking.
- May recruit, hire, train, schedule, and evaluate the performance of student workers.

	<ul style="list-style-type: none"> • Perform additional job related duties as assigned or as appropriate.
Non-Essential Job Functions of Position	
Education and Experience	<ul style="list-style-type: none"> • High school diploma, GED, or equivalent. • Three years of experience auditing student records in a university/college environment. Experience working in a fast-paced office team environment completing large amounts of data entry with few to no errors while providing effective customer support. • Experience training staff to complete assigned tasks
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • Preferred: An associate degree. Supervisory experience. • The ability to train and lead others in an assigned task. • Effective problem-solving and decision-making skills. • Aptitude for learning new technologies • Demonstrated ability to prioritize and multi-task while completing assignments with a high degree of accuracy and attention to detail. Proven history of working in a fast-paced environment with frequent interruptions but effectively meeting required deadlines. • Service-oriented individual with the ability to work both independently and as part of a team to provide quality customer service. • Effective communication and interpersonal skills to work with and assist the diverse constituencies that interact with the office. • Ability to build and maintain effective professional working relationships. • The ability to articulate complex information. • Experience building effective professional relationships with faculty and staff. <ul style="list-style-type: none"> • Preferred: Experience using a student information system such as Banner, PeopleSoft or Jenzabar. Ability to speak and understand Spanish.
Licenses, Certifications & Registrations	
Additional Requirements (e.g. Physical Demands)	
Campus Security Authority	No
Special Instructions to Applicant	The interview process may require completing skills assessments to determine proficiency in the software and skills needed to perform the essential functions of the position. If additional testing is required, the information will be provided to candidates selected for interviews.
Advertised Pay	\$15.00 per hour
Work Schedule	Regular Business Hours
Benefits	<ul style="list-style-type: none"> • After completing one year of service in a benefits-eligible position, the University will contribute an amount equal to 10% of base pay into an employee's defined contribution plan with TIAA. • After one year of continuous employment, eligible employees may officially enroll in University courses for credit or audit without having to pay applicable tuition and fees. Law School Courses excluded. • For an overview of the excellent benefits package, Washburn provides employees visit Washburn benefits.
Full-time/Part-time	Full Time
Average Hours per Week	40
Months per Year	12
FLSA	Non-Exempt
FTE	1
EEO Statement	Washburn is dedicated to providing a student-centered and teaching focused academic environment and a curriculum that engages the diversity of human experience across the globe. We seek candidates who are committed to Washburn's efforts to create a climate that fosters the growth and development of a diverse student body, and we encourage applications from members of groups that have been historically underrepresented in higher

education. Application materials should clearly articulate how the candidate will contribute to the University's commitment to diversity and inclusion through their teaching, research, and/or service.

Washburn University is an EOE. Washburn University provides equal access to and opportunity in its programs, facilities, and employment without regard to race, color, religion, age, national origin, ancestry, disability, sex, sexual orientation, gender identity, genetic information, veteran status, or marital or parental status.

Effective Date 04/10/2020
Chart of Accounts W (Washburn)
Employee Class Code CF - Hourly Full Time

Posting Detail Information

Posting Number S0344P
Background Check Required? Yes
Driving History Checked? N/A
Drug Screen Required? N/A
Internal/External Posting External
Anticipated Start Date 02/28/2022
Position End Date (if temporary)
Posting Open Date 02/18/2022
For earliest consideration apply by 03/05/2022
Posting Close Date
Open Until Filled? Yes
Quick Link for Direct Access to Posting <https://washburn.peopleadmin.com/postings/4348>

Pass Message Thank you for your interest in this position. The screening and selection process is currently underway and will continue until a successful candidate is chosen. Should review of your qualifications result in a decision to proceed with the interview process, you will be contacted. Please login to the online homepage to view the status of your application.

Fail Message Thank you for your interest in this position. Based on your response to the questions on the employment application, you do not meet the minimum qualification for this position. Should you wish to apply for another position, please review the employment opportunities available. To receive email notification(s) about future employment opportunities please complete an online interest card.

Advertising
Advertising costs will be coordinated through HR.

Advertising Sources Handshake , Indeed , KACRAO
Other Advertising Sources
Outreach Plan Sent to KACARO and posted to Handshake

Budget Information
