



SISSETON WAHPETON COLLEGE
Student Services

TITLE: Records Specialist
REPORTS TO: President
SALARY: D.O.E.
TOUR OF DUTY: Monday-Friday, 8am to 4:30 pm, but may require some evenings for special Events and meetings.
SUPERVISES: Student Success Navigator's & Interns, Student Workers

SUMMARY:

The position is a frontline staff member who greets and provides students, staff, and faculty with information related to registration and student records. The Records Specialist performs complex, responsible work in administering processes and providing services related to student academics records, registration, class scheduling, enforcement of academic regulations, etc. The Records Specialist modifies, updates, and interprets student's information in several databases, applies academic regulations to a variety of situations, and performs complex calculations.

GENERAL

Ensure the inclusion of all approved administrative changes, records, and updates to the College catalog and other publications.
Responsible for monitoring Federal Educational Rights and Privacy Act to ensure the college is in compliance with all federal policies related to confidentiality of student information.
Oversee student records and records processing.
Oversee grade reporting and degree audit.
Provide data to faculty, staff and others, as appropriate, to assist in the development of a data- informed decision-making culture.
Provide timely response to student transcript requests and other requests.
Responsible for maintaining academic forms, and may be asked to update the website content.
Organize and manage both electronic and physical student records
Resolve any issues that arise while coordinating with external vendors as a pertains to student records.
Complies with all College, Tribal, and Federal policies, regulations and laws that govern the College.
Provide various Student information reports and queries as requested from campus Community and for compliance.
Participates on College committees and in faculty/staff meetings, & student service meetings.
Takes the initiative to work as a team player and have a positive attitude.
Takes the initiative to perform duties outside the scope of this job description.
Ability to understand policies related to academic programs and student requirements.
Maintaining student union area for student use.

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STUDENT SUCCESS

Works at graduation ceremonies.
Responsible with registration and graduation questions.
Process requests for add/drop courses, course withdrawals, transfer credits, transcripts.
Maintain records for new, active and inactive students.
Monthly reports.
Assist with AIMS reporting with the Statistician.

Assists the President and staff with the development and implementation of events/activities to enhance participants', academic skills, increase retention, graduation and transfer rates and facilitate their entrance into graduate and professional programs. Incorporates Dakota culture and tradition into these events/activities whenever possible.

STUDENT RECORDS

Investigates and resolves reported errors in academic records.

Processes transcripts requests, academic records, and maintains student data base information.

Responsible for maintaining academic forms, and may be asked to update the website content.

RETENTION

Proactively assist students to problem solve issues that may be barriers towards achieving academic goals, persistence, attendance, and completion.

Orientate students on the catalog and student handbooks.

MINIMUM QUALIFICATIONS:

Must have a Bachelors Degree in Business Administration.

Excel at planning, organizational, and time management skills, must be a self-starter and detailed-orientated.

Must have computer skills, have the ability to use Microsoft products. Proficient in using office equipment.

Must have excellent verbal and written communication skills to coordinate with other departments, answer public inquiries, and interact with students.

Ability to maintain high levels of confidentiality.

Ability to work & relate to diverse populations.

Ability to work with a flexible schedule including evenings and weekends.

Willing to learn new skills and adapt to changing environment and learning new computer programs that deal with position. Training in Jenzabar preferred.

Displays high standards of ethical conduct. Exhibits honesty and integrity.

Works with minimal supervision.

Demonstrates responsible behavior and attention to detail.

Ability to perform other duties as assigned.