



Position Title: Manager of Transcript Processing Services
Reports To: Associate College Registrar
Department: Office of the College Registrar
Prepared By/Date: Martha Arrieta/02/25/2011
Approved By/Date: Dulce Beltran/03/14/2011
Revised:

Job Code: 3612
Job Group: PENC
Salary Grade: 13
FLSA Status: Exempt

Summary:

This position manages and supervises the employees and functions of Transcript Processing Services. Responsible for the processing of all incoming and outgoing student transcripts at the College (both for high school and college) and compliance with related Federal, State, and College policies.

Essential Duties and Responsibilities:

- Directly supervises the area of Transcript Processing Services
- Reviews and coordinates the daily activities of the staff processing incoming and outgoing high school and college transcripts
- Hires, trains, and evaluates full and part-time staff
- Ensures the integrity of outgoing transcripts and maintenance of secure transcript paper and the college seal on official transcript documents
- Ensures the accuracy and efficiency of the on-line transcript request portal and related web pages and forms
- Uses independent judgment to authenticate transcripts received from foreign, national, and military transcripts received by the College for students
- Oversees on-line enrollment certification process through the national student clearinghouse
- Troubleshoots issues related to incoming and outgoing student transcripts, both on paper and electronically through the FASTER and SPEEDE systems
- Works with IT on issues related to incoming and outgoing electronic transcripts
- Responds to inquiries and complaints about incoming and outgoing student transcripts.
- Manages the processing of student transcripts through different media such as filing, data imaging, and microfilm access
- Assists with interpretation of state and federal rules and statutes regarding transcript processing
- Establishes standards for validating authenticity of incoming transcripts
- Develops corresponding College policies and procedures based on state and federal laws
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Comprehensive knowledge of foreign, national, and military transcripts; high school, GED, home school and college transcripts.
- Computer literacy is required.
- Knowledge and understanding of College organization, goals and objectives, and policies and procedures.
- Excellent organizational and communication skills (both verbal and written communication).
- Ability to respond effectively to complex inquiries and complaints from students, State Department of Education and other regulatory agencies such as OPPAGA (Office of Program Policy Analysis and Government) faculty, staff, and other members of the community.
- Ability to present information effectively to top management, public groups, and/or boards of directors.

- Ability to define problems, collect data, establish facts, and draw conclusions.
- Ability to work in a multi-ethnic, multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-Essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's degree and at a minimum of four (4) years of experience at a post-secondary institution.
- All educational degrees must be from a regionally accredited institution.
- Previous student services experience is required.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name