

Pacific Union College

Job Description

Position Title:	Academic Records Specialist (Part-Time, 20 Hours per week)	Exemption Status: Non-Exempt
EEO Classification:	Administrative Support Worker	Job Code: 43-4199
Department:	Academic Records & Registrar Office	Position ID: TBD by HR
Reports To:	Registrar	Wage Scale: I-D
Last Update:	9/3/26	

STANDARDS FOR PERFORMANCE AND BEHAVIOR

Demonstrates the Cultural Relationship Expectations of Pacific Union College in all activities, to achieve the Mission of Pacific Union College

<u>T</u>eamwork:	A foundational value modeled by an engaged and inclusive community partnering together for the betterment of PUC.
<u>I</u>ntegrity:	A necessary component for cultivating trust and mutual empowerment within our community.
<u>P</u>rofessionalism:	A system of employee boundaries that facilitates an engaged PUC working community which functions in an environment blessed with supportive relationship groups.
<u>S</u>ervice:	A value and action rooted in our spiritual heritage.

JOB SUMMARY

The Academic Records Specialist provides administrative, records management, and customer service support for the Office of Records and Registration. The position is responsible for maintaining the accuracy, integrity, confidentiality, and accessibility of student academic records while supporting registration, grading, and related academic processes. As a primary point of contact for students, faculty, staff, and external constituents, the Academic Records Specialist delivers professional customer service, processes routine academic records transactions, assists with registration and enrollment activities, and ensures compliance with institutional policies, records retention requirements, and the Family Educational Rights and Privacy Act (FERPA). The position also supports the daily operations of the Records Office and contributes to the efficient and effective delivery of registrar services.

ESSENTIAL FUNCTIONS

Customer Service and Office Operations

- Serves as a primary point of contact for the Records Office by providing front-line customer service to students, faculty, staff, and external constituents in person, by telephone, and through electronic communications.
- Coordinates daily office operations, including reception activities, mail distribution, office communications, supply inventory, and maintenance of a professional and organized office environment.
- Communicates office hours, closures, and other operational notices as needed.

Academic Records Administration

- Maintains, updates, and safeguards student academic records in accordance with institutional

policies, records retention requirements, and FERPA regulations.

- Processes routine academic record transactions, including enrollment verifications, student status changes, approved record updates, and related documentation.
- Reviews submitted forms and supporting documentation for completeness and accuracy prior to processing.
- Responds to routine inquiries regarding academic records and refers complex matters to the Assistant Registrar or Registrar.

Registration Support

- Assists with registration processes and provides guidance to students, faculty, and staff regarding registration procedures and requirements.
- Processes approved registration transactions, including overrides, schedule adjustments, and specialized registration requests.
- Reviews registration records and class rosters to identify and resolve routine discrepancies.
- Supports add/drop processing and other registration-related activities.

Grading

- Assists with the collection, processing, and maintenance of final grades.
- Monitors outstanding grades and coordinates follow-up regarding incomplete, in-progress, and unreported grades.
- Processes approved grade changes and default grades in accordance with established procedures.

General Registrar's Office Support

- Assists with records audits, data integrity initiatives, reporting activities, and special projects.
- Provides operational support to Registrar's Office staff to promote efficient and effective service delivery.
- Performs other related duties as assigned.

QUALIFICATIONS

Education:

- High school diploma or equivalent required.
- Associate's degree preferred.

Experience:

- Two years of administrative support, records management, customer service, or higher education office experience required.
- Experience working with student information systems and databases preferred.
- Experience in a Registrar's Office or academic environment preferred.

Job Specific Requirements:

- Knowledge of office administration and records management practices.
- Ability to maintain confidential information and exercise sound judgment.
- Strong proficiency in Microsoft Office applications and database systems.
- Ability to interpret and apply policies, procedures, and regulations.
- Strong written and verbal communication skills.
- Ability to manage multiple priorities while maintaining a high degree of accuracy.

Physical Demands: Requires sitting, standing, walking, bending, and reaching. Requires manual dexterity sufficient to operate computers and standard office equipment. May occasionally lift items weighing up to 20 pounds.

Job Conditions: Frequent computer use, detailed record review, policy interpretation, regular communication with students, faculty, coaches, staff, and external agencies. Periodic deadlines associated with academic terms, athletic eligibility certification, and VA reporting cycles.

Work Environment: Essential duties are performed primarily in a professional office environment with regular interaction across campus departments and extensive use of technology. Attendance at campus events or professional development activities may be required.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and employees may be requested to perform job-related tasks other than those specifically outlined in this description. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a promise of employment or employment contract of any type.

I, _____ (printed name), acknowledge that I have received, read, and understand the **Academic Records Specialist** job description, and that I am able to perform the essential duties with or without accommodation. I further understand it is my responsibility to inform my supervisor at any time I am unable to perform the essential functions.

Employee Signature

Date

Supervisor's Printed Name

Supervisor's Signature

Date