

# HILLSBOROUGH COMMUNITY COLLEGE

## CLASS SPECIFICATION

<i>Class Title:</i> Records Specialist			<i>BOT Date:</i> June 22, 1998
<i>Level:</i> K	<i>FLSA Status:</i> Non-exempt	<i>Class Code:</i> N1112	<i>Adm. Rev:</i>

### GENERAL DESCRIPTION

Provides specialized clerical support to assigned department(s) to enable effective office operations.

	KEY RESPONSIBILITIES	% OF TIME
1. *	Manage all aspects of financial aid appeals.	15%
2. *	Operate the rotary microfilm camera.	10%
3. *	Research and resolve complex student problems.	12%
4. *	Process requests for out-going transcripts.	10%
5. *	Process requests for out-going transcripts.	15%
6. *	Assist in filing and coding first time applications and high school transcripts.	10%
7.	Data entry, calculate and compute corrections to records and reports, maintain and handle confidential student records.	5%
8.	Distribute, collect, check, and enter grade rolls.	5%
9.	Assist with registration.	5%
10.	Perform calculations to determine eligibility for financial aid.	5%
11.	Process incoming mail, answer telephone inquiries, redirect calls when necessary.	5%
12.	Place orders for textbooks.	3%
13.	Performs other similar and related duties as assigned.	

\* Indicates an "essential" job function.

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<b>KEY JOB REQUIREMENTS</b>		
<i>Formal Education:</i>	H.S. Diploma or GED required.	
<i>Work Experience:</i>	1 to 2 years.	
<i>Planning Scope:</i>	Current Week: Plan events that are expected to occur within a few working days.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the unit or small group.	
<i>Impact on Budgets:</i>	Incidental: Provide incidental services indirectly related to the use or misuse of the expenses or revenues.	
<i>Impact on Grant Funds:</i>	No impact on grant funds.	
<i>Impact on Revenue Generating:</i>	No impact on revenues.	
<i>Impact of Decisions:</i>	Decisions and impact are limited to decisions and planning within a small work group or affects only my department.	
<i>Complexity:</i>	Routine: Work consists of routine tasks, processes, or operations. Problems are solved by choosing between a few clear choices or discussing them with a supervisor.	
<i>Decision Making:</i>	Routine: Work may occasionally involve non-standard assignments. There is limited opportunity for independent judgment.	
<i>Problem Solving:</i>	Problems generally involve the selection of standard procedures. Answers are usually found by selecting from specific choices defined in standard work policies or procedures.	
<i>Internal Contacts:</i>	Regular contact within the department and periodic contacts with other departments, supplying or seeking information on specialized matters.	
<i>External Contacts:</i>	Regular contact with outside agencies and the general public, supplying or seeking information on specialized matters.	
<i>Level of Supervisory Responsibility:</i>	Involves no responsibility or authority for the directions of others.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is limited to highly standardized, routine administrative duties.	
<i>Job-Related Knowledge:</i>	Intermediate Skills: Has Knowledge of office or operational procedures. Performs basic typing/work-processing, bookkeeping, checking of records and posting of information to a database/spreadsheet, following written or verbal instructions.	
<i>Innovation/Creativity:</i>	Occasional involvement in projects that result in new ideas or methods. Improved methods generally affect my immediate department.	
<i>Working Conditions/Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	