

Records Officer
Center for Student Services, Records
Position # 25-013

WVU Parkersburg is a Community and Technical College located in Parkersburg, WV, with a branch campus in Ripley, WV. (We are not a branch of West Virginia University). We are dedicated to teaching and are accredited by the Higher Learning Commission to offer certificates, associate's and bachelor's degrees.

Non-Exempt/Classified/Hourly Staff, full time regular, benefits eligible position. Salary is commensurate with education and experience.

Pay Grade

04

Benefits

- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free \$10,000 life insurance policy
- Your choice of 7 different Health Insurance plans
- Dental, Vision, Hearing, Term Disability, Long & Short-Term Disability, Legal Insurance, Flexible Spending Accounts, Healthcare FSA, and Dependent Care FSA
- Annual and Sick leave
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition waiver (if eligible) for an employee, employees' spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

To Apply

- Submit an Employment Application packet available at www.wvup.edu/jobs
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.
- WVUP is an Equal Opportunity/Affirmative Action Employer. Minorities/Veterans/Disabled Encouraged to Apply.

Function/Summary

The Records Officer is responsible for reviewing, evaluating, equating and processing transfer-related credit for potential, new, continuing and returning students. This position is responsible for performing skilled tasks in updating electronic student records and maintaining the institution's course equivalency database. The Records Officer has frequent exposure to confidential information, must understand institutional academic policies and procedures; and will perform a series of crucial functions in support of the unit Student Services' team and the college. This position requires a strong understanding of the Banner student information system.

Minimum Qualifications

Education:

- Associate's degree or equivalent education and experience.
- Bachelor's degree or equivalent education and experience (preferred).

Experience:

- One year of computer software/database experience

- One year of Customer Service experience in higher education or similar organization.

Preferred:

- Two or more years of computer software/database experience (preferred).
- Two or more years of customer service experience in higher education or similar organization (preferred).

Licensure:

- N/A

Knowledge, Skills & Abilities

- Proficient in Microsoft Office and Google applications.
- Ability to manage confidential and sensitive material.
- Excellent verbal, written and interpersonal communication skills.
- Ability to maintain a welcoming environment and possess excellent customer service skills.
- Ability to multi-task and reprioritize, as needed, to meet deadlines.
- Ability to work with others.
- Highly Autonomous

Duties/Responsibilities

Frequency:	Duties:
80%	<p><u>Records Officer</u></p> <ul style="list-style-type: none"> • Acts as the entry point for students, staff and faculty that have questions about transfer credits. • Manage changes to student records. • Analyze pre-Banner information (old coursework) and recording data electronically in Banner. • Research other institutions’ accreditation statuses. • Review, Evaluate, Equate and Process transfer academic credit from other institutions, as well as from military (JST) and other sources of non-traditional credits (such as ACE, AP, articulations, CLEP, etc.). • Maintain copies of approved memorandums of understanding and articulation agreements; review agreements for accuracy of credit awards, prior to processing of articulated credit forms to electronic student records. • Corresponds with officials at other higher education institutions concerning course credits and content comparability. • Communicates and collaborates with institutional Academic Deans and Program Coordinators regarding transfer course descriptions and potential equivalencies. • Advises students, staff and faculty about course credit transfers. • Review issues with student transcript requests, updating the Banner system and National Student Clearinghouse system. • Add, Modify and maintain transfer articulation module entries into the Banner student system. • Process student ID badge issues/renewals – as needed, in support of front-line office staff. • Access, and update (as needed), Laserfiche (electronic student records system). • Maintain an up-to-date procedures manual for the position. • Handle and safeguard confidential student information.
15%	<p><u>Related Duties</u></p> <ul style="list-style-type: none"> • Attend/participate in department meetings. • Serves on institutional committees as directed or required. • Assists in the delivery of training to staff and faculty regarding transfer credit. • Engages in professional development relevant to position. • Assists the Registrar and Associate Registrar, as needed.

5%	<u>General</u> <ul style="list-style-type: none">• Other duties as assigned.• Occasional alternate shifts/work hours may be necessary.
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Posted

09/23/2024 with an application deadline of 10/07/2024.