

**RECORDS SPECIALIST
WORKFORCE TRAINING AND CONTINUING EDUCATION**

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 23
REPORT TO: Associate Vice President of Instruction – Workforce Development
REVIEWED DATE:

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

Responsible for engaging students from initial contact through the registration process and supporting activities of the office of Workforce Training and Continuing Education (WTCE) including course creation; student application and registration; records coordination; student payments and reimbursements; audits for manual purge; bursar's office billing; and reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Submits all new course addition, special topics, local need forms and/or course changes/revisions for division courses to Compliance Office; monitors status of submissions.
- Coordinates, processes, and maintains all procedures and computer documentation related to WTCE program course records data entry.
- Facilitates, or processes, student applications and registrations.
- Distributes and monitors all class rolls for division courses, to ensure class rolls are signed, accurate, and returned in a timely manner. Submits completed 3rd day class rolls to Registrar for state reporting and compliance.
- Assists students with payment options; Monitors student payments; Conducts audits for manual purge and inform instruction regarding non-payments; Processes payment refunds as approved.
- Enters course grades based on data obtained from faculty.
- Collects and submits class evaluations to district.
- Maintains ongoing communication with system Registrar's office and Business office to ensure compliance in state reporting.
- Captures all information requests and responses on customer service database daily.
- Contacts potential leads to provide information regarding class and/or program information.
- Maintains class waiting lists as needed and follows-up via mail, e-mail, and phone as part of recruitment.
- Performs duties and responsibilities within a high-tech all-digital environment.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.

**RECORDS SPECIALIST
WORKFORCE TRAINING AND CONTINUING EDUCATION**

- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Promotes positive morale and teamwork within the department and provides exceptional customer service to students, faculty and community.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Participates in the process for systematic review and evaluation of the planning unit per the model adopted by the College, including the development and monitoring of outcomes and plans of action for improvement based on the assessment of those outcomes and plans.
- Serves on committees as appropriate and as appointed by supervisor.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Capable of a high level of independent judgment and critical analysis.
- Ability to communicate and maintain productive working relationships with individuals at all levels of the organization.
- Cooperation team player in a diverse working environment.
- Ability to work under pressure with multiple interruptions and meet deadlines.
- Ability to work flexible hours including evenings and weekends.
- Excellent oral, written and interpersonal communication skills with the proven ability to display empathy and positive regard for others.
- Strong organizational skills.
- A strong commitment to the mission of Texas Southmost College.
- Demonstrate organizational skills in handling and directing multiple and complex assignments and projects.
- Ability to work independently according to established schedules and to complete assignments and projects, as per defined timelines.
- Skills in working effectively in a team environment with a customer service focus.
- Excellent customer service skills and interpersonal skills.
- Excellent oral and written communication skills in multiple languages preferred.
- Ability to handle sensitive and extensive confidential data.
- Problem solving skills and the ability to lead, instruct, handle a large variety of details and to work with all levels of organization.

**RECORDS SPECIALIST
WORKFORCE TRAINING AND CONTINUING EDUCATION**

- Proficient in the use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet to access data, maintain records, generate reports, and communicate with others.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Associate's degree from an accredited college or university in a field related to the job.
- Three (3) years of related instructional, customer service, workforce and/or student services support experience.

PREFERRED EDUCATION AND EXPERIENCE

- Experience with the Colleague student information system.
- Bilingual in English-Spanish.
- Experience with Project management.
- Experience with PeopleAdmin.
- Two (2) years of experience in instructional continuing education and/or student services support preferred.

CERTIFICATES AND LICENSURES

None required.

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 stand. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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WORKFORCE TRAINING AND CONTINUING EDUCATION**

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

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WORKFORCE TRAINING AND CONTINUING EDUCATION**

Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have an Associate's degree from an accredited college or university in a field related to the job?
 - Yes
 - No
3. *Do you have three (3) years of related instructional, customer service, workforce and/or student services support experience?
 - Yes
 - No
4. Do you have experience with the Colleague student information system?
 - Yes
 - No
5. Are you bilingual in English-Spanish?
 - Yes
 - No
6. Do you have experience with project management?
 - Yes
 - No
7. Do you have experience with PeopleAdmin?
 - Yes
 - No
8. Do you have two (2) years of experience in instructional continuing education and/or student services support?
 - Yes
 - No