

Job Template: Technical Records Coordinator

Occupational Group		Administrative Services					
Job Family		Administrative Programs/Services					
Job Path		Technical Records					
Job Title		Technical Records Coordinator					
Job Code	B02000	FLSA Status	N	Job Category	P	Job Level	2

P2: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Tend to have assignments that are reoccurring and work outputs generally are delivered in a prescribed form/format.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- May recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under general supervision.
- Periodic checks on accuracy, quality, and timeliness of outcomes.

→ *Context of Decisions*

- Independently develops how work is to be done based on precedent, practice, and existing policy at the unit/office levels.

→ *Job Controls*

- Possess the latitude to adjust the work processes or methods to effectively and efficiently manage their work assignments.
- Guided by general procedures and professional norms.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Problems tend to be modestly technical or operational.

→ *Course of Resolution*

- Performs comparisons, verifications, reconciliations, compilations, etc. and such of data, program or student services/practices, or operational/staff output.
- Understands the end product/outcome and where to send and receive information and materials to fulfill the assigned responsibilities.

→ *Measure of Creativity*

- Once problems are identified, solutions generally can be resolved using conventional or standard procedures.
- Most of the obstacles, issues, or concerns can be handled with established practice and policy.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions typically affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

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Job Template

GENERAL SUMMARY

Provides technical assistance in an office responsible for computerized management of information systems, as well as data processing, word and web-based processing, and operational support systems.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Schedules and produces routine computer reports and coordinates a variety of data processing functions central to the department needs.
- Writes reports using computer programs and makes basic modifications to program, as needed.
- Assists technical computer staff in the design, modification, and documentation of computerized files, forms, and general system requirements.
- Reviews records and data for accuracy, reconciles differences, and works with other staff and University offices to identify errors and make corrections.
- Develops procedures for and coordinates the effective and efficient delivery of departmental services in assigned area of responsibility.
- Oversees the data entry for assigned department functions and operations.
- Compiles data and prepares statistical reports used to monitor or assess department activities, programs, services, or project future needs.
- Serves as a resource and may assist clerical and/or student staff engaged in record-keeping, data entry, or related activities.
- Assists with document imaging, desktop support, and security tasks.
- Performs related work as required.

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MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- Two to three years of related experience.

COMPETENCIES

Knowledge of:

- Principles and practices of recordkeeping
- Computer programming methods, data organization, and data management
- Data entry procedures and practices
- Technical computerized report production
- Microsoft Office and related software applications

Skill in:

- Planning and organization
- Troubleshooting
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Prepare work for data processing
- Maintain working files and production records
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Develop and maintain procedures
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management