

Ohio University – Compensation 2014
Job Family: Records Management | Career Track: Technical & Administrative Support

Records management provides effective and legally compliant processes and procedures to obtain and maintain University data and records. Functions include preparing, processing, researching, auditing, maintaining and reporting on University data and records as well as providing a customer service role to clarify or provide guidance on records. LEVEL PROGRESSION ASSUMES INCLUSION OF RESPONSIBILITIES AT LOWER LEVELS.

	Technical & Administrative Support I	Technical & Administrative Support II	Technical & Administrative Support III	Technical & Administrative Support IV
Accountabilities	<p>PEOPLE Provides customer service to students, faculty, and others in the University community by responding to basic requests and assisting with completion of forms.</p> <p>May train student workers in use of equipment and systems.</p> <p>OPERATIONS Processes forms. Enters data in appropriate systems.</p> <p>Reviews data and information against clear criteria to provide guidance to customers regarding appropriate next steps.</p> <p>Tracks data elements against a checklist.</p>	<p>PEOPLE Provides customer service to students, staff, faculty, and others in the University community by responding to customer requests and inquiries regarding forms, records, data and/or University requirements and procedures.</p> <p>May lead and/or supervise TAS staff and/or student employees.</p> <p>OPERATIONS Maintains a system of data collection such as a records database management system.</p> <p>Reviews, interprets and/or analyzes data and/or information. Makes decisions regarding data based on identified criteria such as evaluating admission documents.</p> <p>Prepares, processes, and maintains records and files relevant to department and operational needs such as student applications, grade reports, or graduation reports.</p> <p>Abstracts information from records for completion of forms and requests. Evaluates materials for completeness and accuracy and resolves problems.</p> <p>Develops and revises forms and procedures to accommodate changes related to processing, maintaining, and storing data.</p> <p>Generates, compiles, and distributes data reports in accordance with established procedures.</p> <p>Serves as primary contact for release and protection of confidential and sensitive records.</p> <p>Audits processes in department to ensure compliance with policies and standards.</p>	<p>PEOPLE Provides customer service to students, staff, faculty, parents, and others in the University community by solving problems regarding records and/or data.</p> <p>May lead and/or supervise TAS staff and/or student employees.</p> <p>OPERATIONS Coordinates, and maintains a complex record system or database of specialized records.</p> <p>Researches complex record or data problems and provides recommendations or resolution. Makes decisions by reviewing information against guidelines such as transfer credit evaluation.</p> <p>Coordinates the processing, maintaining, and monitoring of records and/or data. Audits record activity to ensure compliance and accuracy.</p> <p>Implements and oversees guidelines for deletion of records.</p> <p>Prepares, analyzes, and distributes reports.</p> <p>Maintains awareness of governmental regulations and interprets policies, procedures and guidelines.</p>	<p>PEOPLE Acts as liaison between University, community, and outside federal and private agencies to respond to complex requests for all types of records, information, and data.</p> <p>Typically supervises and/or leads TAS staff and/or student employees.</p> <p>OPERATIONS Develops and directs processing, maintenance, and daily operations of data and/or records system(s).</p> <p>Assures security and confidentiality and makes decisions pertinent to records according to University policy, government regulations and/or compliance issues.</p> <p>Handles requests and coordinates collection of all types of information.</p> <p>Prepares and distributes special reports and impact studies for administration having direct impact on University (e.g., subsidy; accreditation).</p> <p>Ensures compliance with governmental regulations and University policies, procedures, and guidelines.</p> <p>Develops and implements procedures related to records management.</p>

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	Technical & Administrative Support I	Technical & Administrative Support II	Technical & Administrative Support III	Technical & Administrative Support IV
Requirements	Knowledge of basic or commonly used office or related procedures or equipment typically obtained by a high school degree or GED and 0 to 2 years of office experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	Knowledge of standard practices, procedures, and tools of records management typically obtained by a high school degree or GED or equivalent and 2 to 3 years related records management experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	Knowledge of standard practices, policies, procedures, and tools of records management typically obtained by a high school degree or GED or equivalent and 3 to 5 years related records management experience. An equivalent combination of education, training, and experience is acceptable in lieu of the minimum education requirements. Specific knowledge, certifications, and licensure for the position.	Knowledge of technical and practical concepts, processes, and methods of records management typically obtained by a high school degree or GED or equivalent and 5 to 7 years of experience within records management.

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