**Records Support Assistant**

**General Description:** Provides customer service and administrative support, and problem solving related to departmental records. Processes, maintains, and monitors departmental records and data. Provides a wide range of administrative support duties.

# Job Responsibilities

* Provides customer service to students, staff, parents, and others in the University community by solving problems relating to departmental records.
* Processes, maintains, and monitors departmental records and data.
* Assists with updating practices to accommodate changes related to processing, maintaining, and storing departmental data.
* Assists with the maintenance of our record system or database of specialized records.
* Services as an administrative liaison and provides back-up for other staff members.
* Responds to routine inquiries requiring technical or departmental knowledge.
* Performs a variety of administrative duties regarding student academic records, departmental records or reports.
* Coordinates mass mailing.
* Creates and oversees departmental files, databases, and reports.
* Assists in the maintenance of departmental inventory.

# Qualifications

Knowledge of basic or commonly used procedures and/or equipment typically obtained by a high school degree or GED or equivalent plus at least one year of related experience or an equivalent combination. Must have attention to detail and be proficient with Microsoft Office, especially Word and Excel.

*This document describes the general nature and level of work being performed by people assigned to this job. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.*