

MARIST COLLEGE

Office of Human Resources

Records Processor (CL-4)

Department

Admissions, Graduate & Adult Enrollment, Registrar

Summary

Provide technical support to the department by filling requests, verifying student status, processing applications and managing general data input

Duties and Responsibilities

- Receive, enter and update inquiries, applications, and related materials from various sources. Transfer information to databases
- Utilize multiple computer programs to import and export data files, generate reports, and mailings, and print applications and related materials
- Answer telephone inquiries
- Reconcile and verify information from forms, databases, or other sources
- Work with campus offices to ensure data accuracy
- Uphold data integrity, proofread and sort
- Troubleshoot issues or problems pertaining to student records or the technical aspects of data processing
- File records, forms, and other necessary information. Make copies as needed
- Communicate with students, faculty, and other College offices about the receipt of information
- Accept and process various payments
- Maintain knowledge of state and federal regulations pertinent to position
- Possess knowledge of institution as required by position
- Consistently demonstrate courtesy, tact, professionalism and the ability to handle difficult people
- Perform other job-related duties as required

Requisite Skills

- 2B-Intermediate Mail Processing
Consistently demonstrates ability to open, screen and prioritize mail for response by others. Processes outgoing mail
- 7B-Intermediate Record and Data Processing
Consistently demonstrates ability to process routine forms and records quickly and accurately, using multiple programs, and investigate and resolve problems such as missing or inaccurate data. Consistently demonstrates attention to detail
- 9A-Basic Auditing and Data Reconciliation
Consistently demonstrates ability to check and verify records such as charge cards and travel expenses, and use attention to detail to locate errors. Errors committed are easily remedied or fixed, and overall risk to institution is neglect
- 12B-Intermediate Data Management (software)
Effectively demonstrates intermediate knowledge of supported data management software used in department. Consistently demonstrates speed and accuracy and ability to operate data management software with no guidance
- 15B-Intermediate Interpersonal Communication
Consistently demonstrates courtesy, tact and professionalism, as well as sensitivity to the concerns or interests of others in conveying information. Demonstrates patience and the ability to handle difficult people
- 16A-Basic Judgment
Consistently demonstrates ability to reference operational procedures within department on routine matters and select suitable response with minimal guidance
- 20A-Basic Regulatory Knowledge
Consistently demonstrates working knowledge of laws and government regulations and enforcement systems that apply to department's operation