Position Summary

Supervises and performs all aspects of records processing including on-line entry of requests. Responds to requests for records and resolves problems regarding record issues. Oversees compliance with state and/or federal rules governing release of record information.

Essential/Primary Duties

– Oversees records processes for a department, school or other University office. Coordinates workflow within the department relating to the processing of requests for records.

– Responds to records requests from students, alumni and outside agencies and institutions. Resolves problems associated with requests. May coordinate with other University offices to resolve records issues.

– Oversees the retention of documents. Coordinates the destruction of sensitive records in accordance with state and federal guidelines.

– Supervises, evaluates and assists with hiring of staff and student workers.

– Prepares documents for digital imaging, indexes forms and provides quality control.

– Monitors compliance with the state and federal rules governing release of record information. Develops policies and procedures concerning records maintenance and data collection. Trains staff on new procedures and systems.

– Works with vendors to obtain supplies and maintain machines or other services. Assists as needed with other record area functions.

Experience and Education

Experience

– One year related experience required previous supervisory experience and/or training required

Education

– High school diploma or GED required

Physical Requirements

Office or other indoor work: with minimal physical demands such as occasionally lifting/moving materials less than 25 pounds.

Working Conditions

Work is generally performed in a well lit, temperature-controlled indoor environment with occasional exposure to the outdoors and/or any number of elements.
Essential Competencies

— Knowledge of basic mathematical skills
— Knowledge of basic reading skills
— Ability to carry out verbal and/or written instructions
— Ability to effectively communicate, verbally and written
— Detailed-oriented and highly accurate
— Ability to work in changing environment
— Ability to work effectively in a team environment
— Ability to interact effectively with students, faculty and/or staff or the public and represent BGSU appropriately
— Ability to coordinate or lead others in accomplishing work activities
— Knowledge of computer skills, such as MS Office, presentations, spreadsheets and/or database entry/query
— Ability to access and maintain document imaging systems, including scanning and filing documents
— Ability to operate computers and peripheral equipment such as printers
— Ability to draft office correspondence

Supervisory Responsibility

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<tr>
<th>Full-Time</th>
<th>Part-Time</th>
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<tbody>
<tr>
<td>Clerical Specialist or other staff</td>
<td>None</td>
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Providing Direction

<table>
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<th>Full-Time</th>
<th>Part-Time</th>
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<tr>
<td>None</td>
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Responsibility for Student Workers

Provides work direction and may schedule and/or provide formal feedback.