

Job Description

Job Title:	Records Specialist
Department:	Graduate Studies and Postdoctoral Affairs (GSPA)
Reports To:	Manager, Graduate Records
Jobs Reporting:	None
Salary Grade:	USG 6/7
Effective Date:	July 2016

Primary Purpose

The Graduate Records Specialist is responsible for the maintenance of graduate enrolment and academic records, as well as thesis submission, degree completion and other activities in support of graduation and convocation. The Records Specialist participates in the review and testing of related records systems, and in special projects for the Senior Records Specialist, Assistant Director, Graduate Admissions & Records Systems, and the Director, Graduate Academic Services as required. The Records Specialist plays a key role in maintaining data which form the basis for official university documents such as academic transcripts and key activities such as government reporting.

Key Accountabilities

Academic, Bio/demographic and Enrolment Records

- Reviews grade submissions, milestone completions, program changes, transfer credits and bio/demographic and enrolment data changes received from Faculties and departments to ensure compliance with university and Graduate Studies policies and regulations
- Accurately codes changes and updates to graduate student records in Quest
- Advises students and faculty on regulations and procedures related to graduate student academic and enrolment records
- May be required to monitor special academic or disciplinary records involving probationary program status or suspension of enrolment
- Trains staff in Faculties and departments on procedures, regulations, and access to data
- Works with Financial Aid & Awards staff on issues related to award eligibility, enrolment and immigration status
- Works closely with the Manager, Graduate Reporting and Mobility Programs to ensure data quality for reporting activities.
- Provides backup to the Manager, Graduate Reporting and Mobility Programs for tasks such as student mobility programs (e.g. Ontario Visiting Graduate Student program)

Thesis

- Provides advice to students, staff and faculty regarding thesis formatting requirements and submission processes, including requests to withhold circulation of the thesis from the public domain
- Reviews thesis submissions in UWSpace to ensure university formatting guidelines are met and accurate metadata is provided for cataloguing in the university collection and for harvesting to external sites including Library and Archives Canada
- Manages requests for the temporary withholding of theses from the public domain and secures appropriate approvals from the Associate Provost, Graduate Studies

Graduation and Convocation

Job Description



- Advises students, staff and faculty on Graduate Studies academic and degree requirements and graduation procedures
- Reviews intention to graduate and degree completion submissions for compliance with Graduate Studies regulations, accurately codes in Quest, and prepares documents for scanning
- Supports convocation activities including but not limited to diploma preparation, reviewing the convocation program, and event support

Systems and Production Support

- Prepares documents for scanning to OnBase
- Runs queries and processes in Quest
- Provides input on requirements for Records business processes
- Participates in review and testing of records systems

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate university degree or equivalent education and experience

Experience

- 3+ years working in an academic environment
- Knowledge of Graduate Studies policies and practices related to admissions, academic, enrolment and graduation records, and theses.
- Knowledge of university policies related to access and release of student information, information security, and records management

Knowledge/Skills/Abilities

- Proven student/client service and interpersonal skills. Professional demeanor in interacting with students on confidential and sensitive matters
- Ability to work both independently and in a collaborative, team-based environment
- Successful experience meeting multiple and concurrent deadlines
- Excellent communication skills (oral and written)
- Excellent organizational and time management skills
- Proven experience with regard to accuracy and attention to detail
- Flexibility and ability to work effectively with Graduate Studies staff as well as departmental staff and faculty on complex issues and procedures.
- Knowledge and experience with evolving and complex student information systems (e.g. PeopleSoft Campus Solutions (Quest))
- Knowledge and experience with document management systems (e.g. OnBase)
- MS Word, Excel
- GroupMail or other digital communication platforms

Nature and Scope

- **Contacts:** Internal contacts include: GSO staff, including the Associate Provost, Director, Associate Dean, Admissions Specialists, and Financial Aid & Awards staff; Graduate Officers; Departmental Graduate Coordinators; Faculty Associate Deans, Graduate Studies; Faculty Graduate Studies

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Coordinators; faculty members; students; Registrar's Office staff. External contacts may include: alumni

- **Level of Responsibility:** The job has specialized work with moderate supervision and provides guidance to others.
- **Decision-Making Authority:** Provides expertise regarding Graduate Studies policies and practices related to academic, enrolment and graduation records, and theses. Makes recommendations on records business processes and procedures
- **Physical and Sensory Demands:** Job involves extensive sitting, concentrated use of visual senses, and dealing with distractions (as part of office environment).
- **Working Environment:** Sitting at desk/computer work station. Exposure to interactions with people who are upset, angry. Sensitivity when working with diverse graduate students, including international graduate students. Stresses due to high volume, firm deadlines and demands.