JOB DESCRIPTION

Transcript Clerk

**Definition of Class**
This is a non-supervisory level position in which the incumbent responds to customers requests with accuracy and promptness by distributing the transcripts to the correct destination. The incumbent pulls and mails transcript requests, verifies enrollment, and assists co-workers in duties of aiding customers over-the-counter and by phone.

**Examples of Work Performed**
Types transcript request to prepare, mail, or fax transcript.

Uses the official seal machine to prepare official transcripts.

Types letters regarding delay notification.

Assists over-the-counter and telephone customers.

Prepares and deposits cash reports to the Bursar’s office on an as needed basis.

Verifies information on request form.

Provides students with a current class schedule of course work.

Verifies enrollment.

Verifies and obtains credit card authorization number.

Performs similar or related duties as assigned or required.

**Essential Functions**
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Processes transcript requests which are received by mail or fax.

2. Prepares and distributes transcripts to requested destination via mail, Federal Express, or fax.

3. Provides assistance to over-the-counter and telephone customers.

**Minimum Qualifications**
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute
related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 10 pounds.

- **Vision:** Requirements of this job include close vision.

- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.

- **Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to use hands to finger, handle, or feel objects, tools or controls and to reach with hands and arms. The incumbent is periodically required to sit; climb or balance; and stoop, kneel, crouch or crawl. The incumbent is occasionally required to stand and walk.

Experience/Educational Requirements:

- **Education:**
  Graduation from a standard four-year high school or equivalent (GED).

  **AND**

- **Experience:**
  Six (6) months of experience related to the above described duties.

Interview Requirements

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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