

**POSITION ANNOUNCEMENT  
FULL-TIME RECORDS ASSOCIATE**

The Tennessee College of Applied Technology Crump is accepting applications for the position of Records Associate. This non-exempt, full-time position in the Student Services Department will be responsible for the day to day operations of the Records Office under the supervision of the Student Services Coordinator. The Records Associate must be able to handle multiple tasks and persons simultaneously in a fast-paced office using a variety of software packages.

**MINIMUM QUALIFICATIONS**

- Post-Secondary technical diploma; Associate degree preferred
- Minimum three years related work experience
- General knowledge of technical education in Tennessee is expected
- Strong abilities in interpersonal skills, organization, reporting, and record keeping is necessary
- Proficient in Microsoft Office, Excel and Word

**GENERAL DUTIES**

- Perform daily Records Banner processes along with other Student Services staff
- Process requests for academic transcripts in a reasonable time
- File all permanent records and scan permanent records as needed to the appropriate systems
- Ensure all educational verification requests received by the college are fulfilled timely
- Aid the Student Services Coordinator with HESI exam score maintenance
- Maintain other student scores as needed for Student Services
- Ability to assist with federal and state financial aid programs answering some minor student questions
- Coordinate with multi-campus students as needed on requests for records, transcripts, and other paperwork from permanent records
- Responsible for student registration and exit processes in the college's computerized student information system
- Handle FERPA documents for students and families
- Assist and participate in preparation for graduation activities and other college events
- Assist with reports as needed
- Other duties as assigned

**SKILLS**

- Exceptional customer service, organizational skills with the ability to organize and prioritize multiple complex projects
- Exceptional oral and written communication skills
- Must possess a high level of accuracy, self-motivation, strong attention to detail, and the ability to handle a heavy workload
- Computer technical support

**SALARY:** Commensurate with Tennessee College of Applied Technology salary guidelines

**WORKING CONDITIONS:**

- Continuous use of computer
- Normal standing, sitting, and walking
- Lifting of boxes weighing approximately 40 lbs
- Operating a motor vehicle to travel within the college service area and in other areas as needed
- Must be willing to work additional hours and travel as necessary

**APPLICATION & RESUME SUBMISSION:** Qualified applicants should submit a cover letter, resume, and application online at [www.tcatcrump.edu](http://www.tcatcrump.edu) For more information call Brian Harris at 731-632-3393. Applications with cover letters and resumes will be accepted until position is filled.

**APPLICATION REVIEW:** Review of complete application submittals will begin immediately.

Tennessee College of Applied Technology Crump does not discriminate on the basis of race, color, religion, creed, ethnicity or national origin, sex disability, age, status as a protected veteran on any other class protected by the Federal or State laws and regulations and by Tennessee Board of Regents policies with respect to employment, programs, and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies: Brian Harris, Interim Vice President, PO Box 89, Crump, TN 38327, [brian.harris@tcatcrump.edu](mailto:brian.harris@tcatcrump.edu) See the full non-discrimination statement at [tcatcrump.edu/about/non-discrimination-statement](http://tcatcrump.edu/about/non-discrimination-statement).