



JOB DESCRIPTION

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| Salary Grade: 4 CUPE 1328 |
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Job Title:
Microfilm Clerk (Transcript)

PRIMARY FUNCTION

The primary purpose of this job is to research, compile, verify and create transcripts, OSRs (Ontario Student Records) or Diploma for past students and other outside sources as requested. Prepare a package for student/requestor for distribution via Mail/Courier. Control and maintain accounts receivable for the transcript fees (cash, cheques etc.).

MAIN RESPONSIBILITIES

1. Compile, verify and create transcripts, OSRs or Diploma by:
 - receiving and date stamping request from retired student (in person), staff within the Board via mail or courier.
 - verifying the request to ensure that all information on the Request Form is complete and accurate.
 - contacting requestor by telephone to obtain missing information
 - searching for student on the Student Administration System, keying in the identifiers (name, school code etc), retrieving the document and verifying the type of Diploma
 - retrieving all marks from the Ontario Student Record file, differentiating the grades for preparation
 - contacting school to seek clarification on ambiguous course codes
 - review regulatory documentation in force at the time credit obtained
 - translating old code into Document Control Form
 - entering all marks by grades and other pertinent (other mailing address different than client) information on the electronic transcript form
 - validate and print the transcript, OSR or Diploma

2. Research information on microfilm by:
 - liaising with the Ministry of Education and Training and school to approve historical diploma when schools are unclear of regulations
 - locating retired student record on Microfilm Database by keying in the identifiers (e.g. name and date of birth)
 - reading the film roll number from the computer terminal, and retrieving the roll from the file cabinet
 - loading roll into microfilm viewer, calling up the appropriate film and printing the Ontario Student Record files
 - deciphering information on film with poor quality
 - create Document Control Form
3. Research information manually by:
 - retrieving the list from the file cabinet
 - locating retired student records Manual
 - searching the list of names
 - retrieving the roll from the file cabinet
 - loading the roll into the microfilm viewer, calling up the appropriate film and printing the Ontario Student Record files
 - deciphering information on film with poor quality
 - create Document Control Form
4. Verification of Education in English by Quebec Form/prepared and produced Grade 8 Graduation by:
 - preparing request for information form
 - preparing letter to Elementary school regarding records of Attendance, grade 1 – 8
 - receiving response from the school
 - providing supervisor with letter or documentation for the completion and signing of the form
5. Prepare document for distribution by:
 - verifying mailing information and preparing the address labels, courier slips etc. If the information is missing, contact the requestor.
 - packaging all the information (letter, transcript) as per requestor's instructions (courier, fax or mail)
 - sending copy of the Ontario Student Record to school/department via fax, mail or e-mail
6. Process transcripts fees by:

- receiving transcript fees, verifying the amount and providing the receipts (when required)
- maintaining Accounts Receivable Accounts for cheques received

7. Perform any other duties as assigned or required.

SKILL

- Secondary School Diploma or equivalent
- 1 – 2 years related experience

EFFORT

- The complexity in researching archived information; compiling and interpreting information from various resources. Complexity in prioritizing transcript requests to support past student's employment or continued education.
- Visual concentration when reviewing microfilmed documents and doing computer work in front of VDT (60%)
- Manual dexterity when preparing courier/mail packages (12%)

RESPONSIBILITY

- Independence action of prioritizing the requests and completing them by the deadline.
- Maintaining the accounts receivable for the transcript fees
- Incorrect interpretation of Ontario Student Record Information or codes from information resources would result in transcript errors. These errors have direct impact on student's employment or continued education
- Contact with past students, staff, external agencies (Ministry of Education, Universities, other Boards)

WORKING CONDITIONS

- Stress from high volume of walk-ins and phone calls during peak periods. Meeting timelines on requests for transcripts (e.g. updates on transcripts to meet with deadlines at universities)
- Open office concept