



## Records Specialist Registrar

REG/4

### JOB SUMMARY

This position performs specialized duties in the management of student records.

### MAJOR DUTIES

- Answer telephone and greets visitors; provides information and assistance.
- Processes re-admittance applications; analyzes applications to determine student status.
- Responds to student questions regarding re-admissions.
- Processes student petitions.
- Assists with registration activities.
- Responds to queries from faculty, staff and students concerning academic policies and procedures.
- Processes class drop/adds and withdrawals.
- Processes changes of major.
- Enters tuition assistance program forms.
- Processes change of name, address and phone number.
- Opens, sorts and distributes mail.
- Performs related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of college admission and re-admission policies and procedures.
- Knowledge of records management principles.
- Knowledge of Family Educational Rights and Privacy Act (FERPA) requirements.
- Knowledge of college policies and procedures.
- Skill in the operation of computers and job related software programs.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Registrar assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

### GUIDELINES

Guidelines include Board of Regents policies, FERPA requirements, and college policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related specialized duties. Strict guidelines contribute to the complexity of the position.
- The purpose of this position is to process and maintain student records. Success in this position contributes to the efficiency and effectiveness of the operations of the Registrar's Office.

## **CONTACTS**

- Contacts are typically with co-workers, other college personnel, faculty, staff, students, representatives of other institutions, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems, or to provide services.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.