



Records Specialist - Readmits 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.