

# Job Description

Position Title: Specialist 1, Registrar

Job Family: Registrar & Admissions

Job Type: Support & Service - Entry

FLSA Status: Non-Exempt

Salary Grade: 03

## Position Summary:

The Registrar Specialist 1 serves the Registrar & Enrollment Management Office by providing data entry, document retention, and student records services. Provides a range of student records services to assist with the duties and responsibilities of the Registrar Specialist 2 team and Registrar Supervisors. Intake, file, and index student academic records, while following all regulatory compliance principles and guidelines. Fielding student related issues and inquiries from students and campus staff, related to Registrar & Enrollment Management Office services and responsibilities, via incoming calls, emails and department chatbot.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Performs data entry and student records management tasks.
2. Posts records to student accounts in Banner and indexes documents to Banner Document Management system according to College document retention policies.
3. Receives and catalogs official high school and college transcripts.
4. Maintains confidential student records in compliance with Family Educational Rights and Privacy Act (FERPA).
5. Assists with enrollment verifications.
6. Provides general information and services to students and the public with inquiries related to College admissions, sending transcripts, ordering transcripts, or other student records questions.
7. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Skill in effective communication (both written and oral)
5. Skill in organization, coordination and management

6. Skill in positive, productive and flexible customer service
7. Ability to apply effective and accurate data entry and typing skills
8. Ability to develop and maintain effective and positive working relationships

### Supervision:

- Not responsible for supervising the work of others.

### Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, and may set priorities and organize work within general guidelines established by supervisor/manager.

### Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

### Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High School Diploma or GED Required
- One (1) to three (3) years of related experience, three (3) to five (5) years of experience preferred
- Associates degree in General Studies or a closely related field of study (preferred)  
OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Some evening or weekend work
- Pre-employment Background Check required