

## JOB DESCRIPTION

POSITION: Administrative Assistant (35 hours per week)

CLASSIFICATION: Non-Exempt (Grade 27)  
DEPARTMENT: Registrar's Office  
POSITION REPORTS TO: Registrar & Associate Registrar

### **JOB FUNCTION:**

This position requires a self-motivated person to assist with all duties in the Registrar's Office. The individual in this clerical position must have basic computer skills including experience working with the Microsoft programs Word, Excel and Outlook. It is required for this individual to have the ability to foster good will among students, faculty, alumni and parents. A service-oriented, friendly, professional attitude and knowledgeable disposition is required of the person to successfully fulfill this position. They must be able to provide basic instructional information, retain a level of confidentiality and possess basic clerical and logistical skills to assist in filing and data entry to support, accurate data management and record keeping. Primary responsibilities include that of a receptionist including fielding phone calls and acting as initial point of contact with the public and college personnel. The specific details of this position are listed below.

### **GENERAL RESPONSIBILITIES**

- As the **office receptionist** this person is the first point of contact for persons coming into the Registrar's Office as well as fielding phone calls
- **Orders office supplies** as needed: paper, forms, envelopes and all office supplies.
- Updates **change of address/phone number** and any general information in computer for current and former students.
- Enters **FERPA** information in computer and notifies offices of any changes.
- **Filing:** Accurately retrieves and files folders for current, alumni and withdrawn students.
- Takes office **mail** to campus post office and distributes mail within the office.
- Promptly retrieves and responds to **voicemail messages**.
- Participate in **call campaigns** to unregistered students

### **FRESHMEN & TRANSFER STUDENTS**

Creates folders for new freshmen and transfer students and files appropriate paperwork into those folders. Assists with the Freshmen Registration process and making changes to schedules during Freshman Academic Advisement.

### **DEGREE VERIFICATIONS**

Verify Degree requests from the National Student Clearinghouse.

### **COURSE REGISTRATIONS**

Registers students for courses, including processing course drops and add forms.

## **COURSE WITHDRAWALS**

Process course withdrawals.

## **CAMPUS MAILBOXES**

Assigns student campus mailbox number based on each student's residence hall and residency status, updating the Datatel and Access database with correct student campus mailbox numbers for the start of each semester.

## **MASTER COURSE SCHEDULE**

Assists with data entry of the Course Master Schedule each semester.

## **GRADUATE STUDENT REGISTRATIONS**

Registers both new and continuing graduate level students, if/as needed, into appropriate courses and terms each semester.

## **CHANGE OF MAJOR**

Update student records with correct major whenever a student changes their major, adds a second major or adds a minor. Attached appropriate Program Evaluation logic to 2<sup>nd</sup> majors and minors.

## **CHANGE OF ADVISOR**

Update student records with new advisor information whenever the Academic Advisement Office indicates that a student's advisor changed attaching the student's academic program to the new advisor.

## **VETERANS AFFAIRS**

Serves as a back-up to the Associate Registrar with knowledge related to the Veterans Affairs Post 9/11 GI Bill in order to address students who are eligible for the Veteran's Benefits program.

## **COMMENCEMENT**

Assist with details of commencement practice and setup the day of commencement.

## **REQUIRED SKILLS, EXPERIENCE AND TRAINING:**

- Experience working in an office environment.
- Knowledge of Microsoft Outlook, Word, Excel.
- Good analytical and communication skills.
- Needs to possess good organizational skills and have the ability to work independently.
- High school degree or 2 years of college, business or technical school preferred.
- Ability to handle multiple tasks with accuracy and attention to detail.
- Datatel computer experience is preferable.
- Commitment to serving diverse populations and ensuring diversity, inclusion and equity

## **NONESSENTIAL ELEMENTS:**

- Assist with general office activities.
- Performs other duties as assigned.