

Classification Description

Job Title: Registration Specialist I

Pay Grade: 105

Job Code: 4203

FLSA Status: Non-Exempt

Job Purpose

This is specialized work in the student registration area in the Office of the Registrar. Responsibilities include providing customer service, data entry and processing of registration and related forms. This includes proactively addressing students' needs and processing student requests timely, accurately, and in line with State and Federal regulations and College policies. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Provides quality customer service to students and others seeking information regarding the College's registration documents and processes in-person, by phone, via email, through chat, and other delivery methods.

Guides students through the registration process by providing accurate information regarding registration procedures; processes registration and necessary forms to drop, add, or withdraw a student.

Processes necessary forms to update student demographic records and enrollment verifications.

Demonstrates understanding of College policies and procedures related to the services performed by the Office of the Registrar through appropriate application. Seeks opportunities to enhance student experiences and proactively addresses student needs; may collaborate with other departments to ensure appropriate support and assistance is provided.

Scans and indexes student records to include registration documents, student data change forms, petitions, and other departmental correspondence.

Receives and records incoming college transcripts, assists departmental colleagues with incoming transcripts.

Triages and resolves student issues before referring or sending them to the Associate Registrar, Registration Operations.

May assist and support Associate Registrar, Registration Operations with specialized tasks, such as the end-of-term pre-requisite report.

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Ensures the integrity and confidentiality of academic records by maintaining strict compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the Solomon Act, College policies, and State and Federal regulations.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

A high school diploma or GED.

Demonstrated experience using a personal computer and office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze, and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: January 2, 2012. Revised: May 14, 2013, July 1, 2014, June 30, 2016, June 1, 2021, December 7, 2021, July 1, 2023, and August 10, 2023.