

POSITION DESCRIPTION

WARTBURG COLLEGE

Title of Position: Registrar Support Specialist

Preparation Date: May 21, 2018

Function of Position:

This is a fulltime 12-month position, responsible to the Registrar for maintaining academic records; for providing information to faculty, staff, and students; for providing office support; and for supervising student staff.

Principal Duties and Responsibilities:

1. Maintain academic records. (30%)
 - Maintain academic records of alumni, current, and incoming students by utilizing document management software (Image Now) to update electronic records; develop reports and document flow processes to increase efficiency in document management.
 - Coordinate the processing of documents and data entry in the student information system.
 - Track and process college transcripts and other documents received to support the student records and degree-progress.
2. Provide academic information and support to faculty, staff, students, and alumni. (40%)
 - Maintain front-of-office as the initial customer service contact for students, faculty, staff, and visitors both in the office and on the phone.
 - Assist with online and onsite course registration for current students, incoming students, and the pre-registration of incoming students; maintain online and printed registration information.
 - Oversee the processing of transcript requests and create reports to monitor requests through online ordering service (National Student Clearinghouse).
 - Assist in the development and implementation of a communication plan to support an expanded office communication strategy.
 - Process grade and credit entry as appropriate for midterm and final grades, incomplete grades, grade changes, CLEP/Challenge exams, Advanced Placement scores, and transfer credits.
 - Support student advising through the management of advisor assignments and distribution of advising folders.
3. Provide general and technical office support. (20%)
 - Schedule classrooms and maintain classroom assignments utilizing scheduling software (Ad Astra); develop reports to manage room assignments.
 - Monitor receipt and distribution of college transcripts, both domestic and international, for processing by other staff members; assist in the tracking of transfer equivalencies in TES (Transfer Evaluation System).
 - Process roster verifications in Fall and Winter terms to support enrollment reporting.
 - Maintain inventory of office and diploma supplies.
 - Assist with special registration and graduation events supported or led by the Registrar's Office.
 - Coordinate the registration and orientation for PSEO (Postsecondary Education Option) students.
 - Assist with commencement and graduate processes.
4. Supervise student workers. (10%)
 - Supervise and schedule student staff to include training staff for assistance with document management, file maintenance, and customer service assistance.
 - Maintain student staff training manual.
5. Perform other related tasks as assigned.

Supervision:

Specific objectives are set up for the employee by the supervisor, requiring the use of a wide range of procedures. The employee plans and arranges his/her own work and consults with supervisor on unusual cases.

Minimum Qualifications:

Requires associates degree, additional training in computer applications, two years of related experience, and excellent verbal and written communication skills. Prefer experience with document management software,

scheduling software, report writing, Microsoft products, Google Docs, social media platforms, and willingness to learn additional software. Ability to prioritize with attention to details. Familiarity with National Student Clearinghouse is recommended.

Application Procedure:

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until position is filled.

***WARTBURG COLLEGE** is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from members of underrepresented ethnic and minority groups.*