

## **POSITION DESCRIPTION**

### **WARTBURG COLLEGE**

#### **Title of Position: Registrar Support Specialist – Registration & Records**

Preparation Date: June 2022

#### **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)
  - Coordinate the processing of internal and external documents and data entry in the student information system.
  - Track and process college transcripts
2. Provide academic information and support to faculty, staff, students, and alumni. (40%)
  - Provide initial customer service contact for students, faculty, staff, and visitors
  - Assist with online and onsite course registration for all students
  - Oversee the processing of transcript requests and create related reports
  - Support the Registrar's Office communications plans
  - Process grades and credits earned as required for courses, special examinations, and transfer credits
  - Manage student advisor assignments and distribute advising information as appropriate.
  - Maintain academic deadlines and calendar information for the campus community
3. Provide general and technical office support. (20%)
  - Schedule classrooms and maintain classroom assignments utilizing scheduling software
  - Monitor receipt and distribution of college transcripts; assist in tracking transfer equivalencies
  - Process class roster verifications each term
  - Maintain inventory of office and diploma supplies; update forms in appropriate formats.
  - Maintain front office appearance and organize for efficiency.
  - Assist with special registration and graduation events including commencement preparation
4. Supervise student workers. (10%)
  - Train, supervise and schedule student staff
  - Maintain student staff training manual.
5. Perform other related tasks as assigned.

#### **Supervision:**

Specific objectives are provided 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:**

##### **Required:**

Associates degree, additional training in computer applications, two years of related experience, and excellent verbal and written communication skills. Ability to prioritize with attention to detail.

##### **Preferred:**

Experience with document management software, scheduling software, report writing, Microsoft products, social media platforms, and willingness to learn additional software. 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](mailto:hr@wartburg.edu). See [www.wartburg.edu](http://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.