# Job Description

**Job Title:** Administrative Assistant to the Registrar  
**Division/Department:** Academic Affairs/Registrar, # 340  
**Location:** Main Campus  
**Position Number:** 269

- **Position Type:** Full-time  
- **FLSA Status:** Exempt  
- **Hours worked Per Week:** Approximately 40

## POSITION SUMMARY:
The Administrative Assistant to the Registrar will deliver superior customer service while serving on the "front lines" of the Office of the Registrar. The position will provide administrative and clerical assistance in support of Office of the Registrar. This is a full-time non-exempt position of 40 hours per week, which reports to the University Registrar. Must be able to work at least one night per week.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:
Under the direction and supervision of the Registrar, perform administrative and clerical duties to include, but not limited to the following:

- Provide general reception and greeting for the Office of the Registrar.
- Manage the main Registrar telephone line and the Registrar email account.
- Accurately and succinctly speak to a wide variety of topics across functions, including calendars and dates, grades, registration, enrollment, transfer credits, program modifications, program evaluation, graduation, commencement, etc.
- Develop and consistently build upon a breadth of knowledge regarding the Office of the Registrar's responsibilities, processes, policies, and procedures.
- Maintain active and inactive student files.
- Scanning and Archiving.
- Data entering student data (i.e., change of address, FERPA consent information into school's database).
- All other data entry as assigned (i.e., add/drop, registration).
- Receive and process all incoming admission requirements, including but not limited to official transcripts.
- Maintain inventory of forms (add/drop, registration, etc.) and general office supplies; replenish and order as necessary.
- Process unofficial and official student transcript requests.
- Process loan deferments, enrollment and degree verification requests, as well as other verification requests.
- Perform other duties and responsibilities as requested.

## QUALIFICATIONS:
**Skills:** Ability to interact comfortably and appropriately with students, staff and alumni; customer-service orientation and philosophy to support and interpret student inquiries and needs; strong problem-solving and critical thinking skills required; team-oriented individual necessary to provide support in a high-demand environment. Discretion is vital as most information and data handled is of a confidential nature. Strong organization skills and attention to details. Discretion is vital as most information and data handled is of confidential nature. Relationship skills that equip one to work with individuals and groups.

**Abilities:** Ability to work on multiple projects simultaneously; comfortable with not completing tasks in a linear fashion; excellent interpersonal skills, including the ability to defuse confrontational situations; able to quickly and accurately enter data.

## EDUCATION and/or EXPERIENCE:
Experience in a higher education setting, preferably in some area of student services; possesses an understanding of higher education administration.

## COMPUTER SKILLS:
Microsoft Office application especially, Outlook, Access, Excel, and Word; and keyboarding. Experience with scanning software is preferred but not required.

## PHYSICAL DEMANDS:
Light lifting and standing (filing)

## WORK ENVIRONMENT:
Office environment requiring business casual.