### Position: Transcript Specialist

**Division/Department:** Enrollment Management  
**Location:** Main Campus or North location  
**Title:** Director of Enrollment Operations and Support Services

<table>
<thead>
<tr>
<th>Position Type:</th>
<th>FLSA Status:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Full-time</td>
<td>☑ Exempt</td>
</tr>
<tr>
<td>☐ Part-time</td>
<td>☒ Non-Exempt</td>
</tr>
<tr>
<td>☐ Student Worker</td>
<td></td>
</tr>
</tbody>
</table>

**Hours worked Per Week:** Approximately 40

### Position Summary:
The Transcript Coordinator will be responsible for managing and maintaining transcript collection efforts between University partner offices and enrollment. Their essential job function is to process all Enrollment and Student Services transcript requests. This role will act as a liaison between enrollment efforts, software transposition, and other administrative duties as needed by the enrollment team.

### Essential Duties and Responsibilities:
- Process Registrations for incoming students.
- Process Applications and route to University.
- Process new student files and transfer to University Registrar.
- Receive and process Transcripts. Deliver to respective counselors and departments.
- Manage Transcript requests and Software solutions.
- Coordinate evaluation of transcripts between Registrar and Enrollment.
- Lead/CRM Maintenance; Input Leads, referrals, and walk-ins into database.
- Manage task assignment on behalf of enrollment for interdepartmental communications.
- Update lead distribution and enrollment team calendar with respective presence and absences of team.
- Print and distribute all student submitted documentation to Enrollment Counselors.
- Other duties will be assigned as they are needed and may include serving in an administrative role in other departments, directly contributing to enrollment efforts during the busy seasons, and leading/coordinating training and development with the Enrollment Management teams.

### Education and/or Experience:
- High School Diploma or GED required. College degree preferred.
- Strong organizational and project management skills. Good attention to detail.
- Prior receptionist and/or administrative experience is desirable.
- Candidate should be comfortable with spending extended amounts of time in a cubicle/office setting, be able to multi-task efficiently and function with a high level of punctuality/attendance.
- Capability to operate a multiline telephone system to answer incoming calls and direct callers to appropriate personnel. Must have strong phone and customer service skills, including positive phone demeanor. Strong interpersonal skills, oral and written communication skills.
- Ability to work independently with minimal instruction, initiative, and flexibility.

### Computer Skills:
- Experience with Windows XP or Macintosh interface and Microsoft products to complete tasks including Word documents, MS exchange electronic mail, MS Excel spreadsheets.
- Proficiency in Microsoft office and ability to be trained and excel in operating through multiple software solutions.
- Ability to operate a multiline telephone system and perform some occasional data entry

### Physical Demands:
Requires repetitive motions and sitting at computer keyboard; hearing and speaking on the telephone; able to conduct business at other offices on campus; able to lift, bend, grasp, reach, lift up to 20 lbs. occasionally.

### Work Environment:
Office environment requiring business casual.