



Job Description

<b>Job Title:</b> Registration/Academic Advisor		<b>Division/Department:</b> University Registrar, #340	
<b>Reports to:</b> Team Lead Registrar Coordinator		<b>Position Number:</b> # 119	
Position Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Student Worker	FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Hours worked Per Week: Approximately 40	

**POSITION SUMMARY:** The Registration/Academic Advisor will work directly under the Registrar or Registrar’s designee to oversee the integrity of student academic information and advise and assist students in the development of academic plans and class schedules; process, maintain and provide student academic records; provide verification of student records, as well as seeing that the academic policies of the institution are followed by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform under the general direction of the University Registrar
- Create new student files while ensuring that all required documentation is obtained
- Answers student inquiries and resolves problems related to curriculum and course prerequisites, referring to catalogues, written course descriptions, and other appropriate sources
- Review student records and schedule, change, and notify students of program needs
- Responsible for operation of dropping and adding classes for students
- Update student records/enrollment/transcripts
- Review and Issue official transcripts for students and alumni
- Assist instructor with course roster and answer questions regarding the Faculty portal
- Assist student, faculty and alumni with student record verifications
- Create enrollment verification letters, process, copy, mail and fax students In-School Deferment Applications
- Maintain schedule of courses
- Assist with the commencement ceremony arrangements including processing diplomas for all graduating students; create a list of degree recipients including past degrees attained for the commencement program and other commencement-related publications and tracking student participation in the graduation ceremony
- Assist students with access to the student portal
- Assist with academic course inventory in the student management software
- Assist with registration and graduation processes
- Other duties as assigned

**QUALIFICATIONS:**

- Ability to communicate effectively, both orally and in writing, with students, staff, and alumni
- Ability to use independent judgment and to manage and impart confidential information
- Knowledge of academic requirements and standards
- Customer-service orientation and philosophy to support and interpret student inquiries and needs
- Ability to analyze course prerequisites, certification, and/or curriculum/graduation requirements
- Ability to evaluate student transcripts and/or records
- Ability to maintain calendars and schedule appointments
- Ability to analyze and solve problems
- Knowledge of student recruitment and retention issues
- Records management skills
- Team-oriented individual to provide support in a high-demand environment
- Ability to quickly and accurately enter data
- Ability to utilize and work comfortably with a variety of software programs (Jenzabar, Parchment, National Student Clearinghouse, Microsoft Office, and Desire2Learn)

**EDUCATION and/or EXPERIENCE:**

Bachelor’s degree with at least six months of 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; student Enterprise Resource Planning system; Credential Servicing; and Enterprise Learning systems.



**PHYSICAL DEMANDS:**

Light lifting and standing (filing)

**WORK ENVIRONMENT:**

Office environment requiring business casual.