Customer Service and Records Specialist

Department: Registrar’s Office
FLSA Status: Non-Exempt
Grade/Level: N/A
Work Schedule: M-F; 8:30 a.m. - 5:00 p.m.; 12 month.

Job Status: 1.0 FTE
Reports To: Registrar
Amount of Travel Required: no travel required
Positions Supervised: Student Workers

POSITION SUMMARY:
Manages all functions of the front desk reception to ensure excellent customer service and quality interactions with the Registrar’s Office. Oversees incoming document and email requests ensuring proper routing or completion of functions.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Essential functions exclude Other Job Function Statement(s).

Essential Functions Statement(s)
Manages the Registrar's window/counter by:

- interacting directly with students, staff, faculty, and the community including face-to-face, phone and email;
- answering incoming phone calls and emails and appropriately routing same;
- assuring that the window/counter is staffed and functioning during stated hours of operation, overseeing and coordinating student workers assigned to the window/counter;
- ordering and maintaining window/counter supplies, documents, and forms.
- training student workers to interact appropriately in their work at the front desk.
- explains college degree requirements and Austin College academic processes and procedures in accordance with the AC Bulletin and Registrar’s Office business practices.

Generates official transcripts for active and inactive students on a daily basis.

Assists with the management of the National Student Clearinghouse online transcripts process.

Investigates all incoming transcripts that cannot reconcile with the AC student database.

Assists in the evaluation of transfer transcripts during high volume evaluation periods.
Processes adds, drops, and withdrawals in the student information system and communicates with appropriate constituents as needed related to those processes.

Enters grades, updates demographic information and name changes.

Processes enrollment verification/certifications.

Hires, supervises, and assigns duties to all student workers in accordance with Austin College policies to meet the mission and purpose of the Registrar and Institutional Research offices.

Performs administrative duties in support of the Program Director for the Communication-Inquiry course by:

- downloading student preferences data;
- assisting in the development of class rosters for C-I;
- assigning student mentors and enrolling students in C-I classes assigned; and
- works with Registrar and Institutional Research staff to make reports available to the Program Director and other campus constituents as appropriate.

**Other Job Function Statement(s)**

Participates in campus-wide enrollment events.

Serves as backup for other employees.

Performs other duties as assigned.

**POSITION QUALIFICATIONS:** (The minimum knowledge, skills, abilities, licenses, certifications, and behaviors necessary to perform the essential functions of the job at a fully acceptable level.)

**KNOWLEDGE** (Defines the mental aspects of the job. Knowledge is obtained through education, experience, training, licensure, certification, or through a combination of the aforementioned.)

High School diploma or equivalent; one year job-related experience.

**License or Certification** (To include, but not limited to: State requirements, e.g., counselor or nurse; professional certification in a specified discipline, e.g., Certified Public Accountant.) N/A

**SKILLS** (The application of knowledge by the manual, verbal, or mental manipulation of data, words, people, or things necessary to perform the essential functions of the job.)

To perform this job successfully, an individual must:

- utilize Microsoft Office (Word, Excel, Outlook, PowerPoint) or appropriate alternative software to create efficient and accurate: documents, records, files, reports, or communiqués;
- appropriately apply college and registrar’s office policies and procedures in compliance with FERPA;
- communicate effectively using a variety of styles and techniques appropriate to the audience;
- follow instructions and/or guidelines;
- organize daily work or assigned projects;
• analyze and solve basic problems.

**ABILITIES** (Natural talents, developed proficiencies, and or other job-related requirements. This section includes observable behaviors or behaviors that produce observable results necessary to perform the essential functions of the job.)

To perform this job successfully, an individual must have the ability to:

• accept change and considerable variety in the workplace;
• maintain confidentiality regarding sensitive matters in compliance with FERPA;
• acquire and apply new knowledge through personal development, research, on the job experience, training or education;
• work effectively as a member of a team;
• convey important messages accurately to customers and other employees in the office;
• work under pressure while maintaining a professional demeanor.

**BEHAVIORS** (Required by the institution of all employees within a classification (exempt, nonexempt, managerial/supervisory) necessary to perform the essential functions of the job and are formally reviewed during the annual performance evaluation process.)

The following must be demonstrated at a fully acceptable level:

• Productivity - Completes all assignments on a timely basis.
• Accuracy - Ability to perform work accurately and thoroughly.
• Teamwork - Willingness and ability to work with others.
• Service Orientation - Exhibits a 'customer friendly' demeanor with internal and external customers.
• Attendance - Misses few days of work.
• Punctuality - Arrives on time.

**PHYSICAL REQUIREMENTS:**

The following should represent the physical requirements of the essential job functions.

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting (up to 20 pounds) associated with the job duties is required.

**WORK ENVIRONMENT:**

Typical environment is an office setting with moderate noise. May occasionally work in other locations on campus.

**Disclaimer:** The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of
employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

Employee Signature: ____________________________ Date: ____________

Supervisor Signature: ____________________________ Date: ____________

Executive Signature: ____________________________ Date: ____________