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. to 5:00 p.m.; 12 months; Evenings and weekends as required.

Job Status: 1.0 FTE
Reports To: Registrar
Amount of Travel Required: None
Positions Supervised: Oversees student workers

POSITION SUMMARY:
Manages all functions of the front desk reception to students and their families, faculty and staff 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. Performs essential functions personally, through others, or in conjunction with designated personnel or outside vendors/experts.

ESSENTIAL FUNCTIONS (Duties and Responsibilities):

Reasonable Accommodations Statement
Reasonable Accommodations may be made to enable qualified individuals with physical or mental disabilities that substantially limit one or more "major life activities" 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, faculty, staff, and community via face-to-face contact, telephone or email.
- Answering incoming phone calls and emails, appropriately routing same.
- Maintain appropriate staffing of the window/counter during stated hours of operation, overseeing and coordinating student workers assigned to same.
- Ordering and maintaining window/counter supplies, documents and forms.
- Training student workers to interact appropriately with all window/counter patrons.
- Explains college degree requirements and Austin College academic processes and procedures in accordance with the Austin College 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 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
- 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 held on weekends with proper notice.
- Serves as backup for other employees during vacation or illness
- 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.)

Minimum: High School diploma or equivalent and 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 fully meet job expectations of the essential functions.)

To fully meet job expectations, an individual must:
- utilize Microsoft Office (Word, Excel, Access, Outlook, PowerPoint) or appropriate alternative software to the extent required to effectively perform the essential functions;
- appropriately apply college and Registrar’s office polices and procedures in compliance with the Federal Educational Rights and Privacy Act (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 fully meet job expectations of the essential functions.)

To fully meet job expectations, an individual must have the ability to:
- pay attention to details;
- maintain student records in compliance with FERPA;
- 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 with or deal effectively with students and all levels of employees and other constituents of the College;
• 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.

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

To fully meet job expectations, the following must be demonstrated:
• 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 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 office environment.

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: ________________