



Customer Service and Records Specialist

Department: Office of the Registrar and Institutional Research

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: Exec Dir of IR & Registrar

Amount of Travel Required: None

Positions Supervised: Student workers

POSITION SUMMARY:

Manages all functions of the front desk reception to ensure excellent customer service and quality interactions with students and their families, faculty, and staff. 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)

To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

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.
- Maintaining 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.
- Explaining 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.

- Maintains log of all incoming transcripts and scans and archives them in students' records.
- Investigates all incoming transcripts that cannot reconcile with the student database.
- Assists in the evaluation of transfer transcripts.
- Processes adds, drops, and withdrawals in the student information system and communicates with appropriate constituents as needed related to those processes.
- 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.

Other Job Function Statement(s) To fully meet job expectations, the incumbent must perform each function in a fully acceptable manner.

- 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. College degree may be substituted for the experience requirement.

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, the incumbent 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 policies 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, the incumbent 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.

BEHAVIORS (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 at a fully acceptable level:

- Productivity - Complete all assignments on a timely basis.
- Accuracy - Perform work accurately and thoroughly.
- Teamwork - Work effectively with others in the office to meet our mission and purpose.
- Service Orientation - Exhibit a “customer friendly” demeanor with internal and external customers.
- Attendance - Miss few days of work.
- Punctuality - Arrive 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 environment is an office setting with moderate noise.

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 Approval: _____ Date: _____

Division Executive Approval: _____ Date: _____