

GARRETT COLLEGE
JOB DESCRIPTION

TITLE: Office Associate II – Office of Records & Registration JD # 158

I. GENERAL RESPONSIBILITIES:

This position assists with the daily operation of the Office of Records and Registration and serves as an authorized agent of the College responsible for issuing official documents such as transcripts and verifications. Responsible for student registrations, student record maintenance and retention, processing academic transcripts, and general office tasks involving frequent public contact.

II. REPORTING TO THIS POSITION:

None

III. POSITION REPORTS TO:

Director of Records & Registration

IV. RESPONSIBILITIES: (Illustrative only)

1. Understands, observes, and enforces State and Federal privacy and confidentiality guidelines and administers policies governing the use of educational records in accordance with the Family Educational Rights and Privacy Acts of 1974, as amended.
2. Serves as receptionist for the Office, greeting and assisting walk-ins, answering telephones, and responding to email and other inquiries.
3. Maintains comprehensive, well-organized and accurate student records. Updating data as needed and in accordance with College guidelines.
4. Works with the Assistant Director to purge student records in accordance with AACROA records retention requirements/recommendations.
5. Responds to requests for regulated student information (i.e., transcripts, enrollment verifications, degree verifications, etc.) in accordance with institutional, state, and federal guidelines.
6. Processes registrations for new and returning students. Verifies the accuracy of the data entered by the Admissions Office for each new student to ensure accurate State reporting.
7. Collects, verifies, and maintains documentation necessary for student-requested tuition waivers.
8. Manages the wait-list process; monitors lists for course availability and notifies student(s) when/if course becomes available.
9. Executes schedule changes (drops/adds/withdrawals), advisor changes, curriculum changes, etc. in accordance with College policies.

10. Processes cancellation of courses and notifies students.
11. Processes transcripts received from other institutions, verifying authenticity and preparing them for evaluation by the Director. Records receipt of external transcripts and degrees received (if any), and codes probation status for transfer students.
12. Collects and enters Student Information Release authorizations.
13. Enters mid-term and final grades for off campus faculty. Records instructor-initiated grade changes and notifies students.
14. Supervises work-study in the absence of the Assistant Director of Records & Registration.
15. Assists as needed in the day-to-day operations of the office, including but not limited to, Campus Café course entry/maintenance, pre-req and co-req entry, record retention and disposal; course cancellations and student notifications, and maintenance of student records.
16. Files, sorts mail and scan documents.
17. Performs other duties as assigned.

V. SKILLS AND KNOWLEDGE:

Ability to maintain accuracy, integrity, and confidentiality of records. Ability to interact in an effective and appropriate manner with diverse populations. Ability to work in a technical environment with working knowledge of word processing and database software. Strong oral and written communication skills. Ability to multi-task and work accurately and efficiently in a fast paced environment with frequent interruptions. Excellent judgment and problem solving skills. Able to evaluate, analyze, and problem-solve in an independent manner. Ability to work independently or as part of a team. Ability to establish effective working relationships with students, faculty, and staff. Knowledge of information systems and policies in higher education preferred.

VI. QUALIFICATIONS:

Basic: Associate's degree required with three (3) years experience working in an office; knowledge of current technology to produce documents and manage information.

VII. CLASSIFICATION 7

VIII. CATEGORY A

President (or designee)

Date

Employee

Date

Revision Date: 10/22/2009

Revision Date: 01/22/2010