



Job Description

Registration and Records Assistant

JD: 2082
Pay Grade: G06

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: Minimum three (3) years of relevant experience in an office setting.

Minimum Education Requirements: Associate's Degree.

Direct Supervisor: Registrar

Supervisory Responsibility: Direct (0); Indirect (0)

Primary Work Location: Office Setting.

Certification:

Job Summary: This position provides advanced operational and technical support for registration, records, and student information functions, ensuring the accuracy, integrity, and confidentiality of academic records. The role supports key aspects of enrollment operations, including transfer credit evaluation and course schedule build, while ensuring compliance with institutional, state, and federal regulations. The position maintains and audits system data, supports reporting, and delivers timely service to students and the college community.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

Registration & Enrollment

- Serve as a representative of the office, answering phone calls, responding to emails, and providing on-campus office coverage.
- Support day-to-day registration operations, including registrations, waitlists, schedule adjustments, grading, transcripts, major changes, and other processes.
- Enter and maintain the semester course schedule, including complex pre-requisite and co-requisite logic, and calculation of key academic and refund deadlines.
- Process course cancellations and communicate changes to affected students.
- Evaluate and award transfer and non-traditional credit (e.g., AP, CLEP) in accordance with state transfer guidelines and institutional policy; apply critical analysis and judgment in reviewing complex and varied academic records.
- Enforce residency policies, assign tuition codes, and assist with residency inquiries and appeals.
- Support and troubleshoot student portal functions to ensure the effective use of self-service registration and academic record tools.

Degree Conferral

- Examine degree audits of potential graduates and collaborate with advisor/student to address issues that could impact graduation.
- Support graduation certification processes and maintain accurate graduation records.
- Assist with commencement ceremony.

Student Records

- Ensure all activities are conducted in compliance with the Family Educational Rights and Privacy Act (FERPA) and other applicable state, federal, and institutional regulations.
- Image, retain, and destroy student records in accordance with AACRAO guidelines.



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- Review and respond to requests for educational records (transcripts, degree and enrollment verifications, etc.) in accordance with institutional policy.

Systems & Data Management

- Maintain and support the Jenzabar student information system (J1), including auditing data to identify and resolve discrepancies and promote data integrity.
- Compile and analyze enrollment data for state and federal reporting, including National Student Clearinghouse data exchanges.
- Collaborate with the Registrar to identify manual workflows and assist in implementing automated solutions to improve efficiency.

Student & Campus Support

- Provide timely, student-centered service while maintaining accuracy and compliance.
- Interpret and explain academic policies, procedures, and regulations to students, faculty, and staff.
- Address complex inquiries related to registration, records, residency, and graduation requirements.
- Collaborate with admissions, advising, and faculty to support efficient registration processes.

Additional Responsibilities

- Assist the Registrar in planning and implementation of new policies and procedures.
- Assist with campus events (i.e., open houses, advising & registration days, commencement, etc.) and other projects, as requested.
- Participate in institutional committees and professional development opportunities.
- Occasional evening or weekend work may be required to support seasonal enrollment initiatives.
- Effectively perform as a member of the team in carrying out the College's Mission Statement.
- Perform other tasks and duties as assigned.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Computer operations and management of relational databases.
- Familiarity with the laws, legal codes, policies and rules of FERPA.
- Basic understanding of Higher Education policies and procedures.
- Proficiency in Microsoft Office and other standard office technology.

Skills

- Strong written and verbal communications and interpersonal skills.
- Strong administrative and data management skills with attention to detail.
- Critical thinking and problem-solving skills.
- Ability to build and maintain effective working relationships.



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Abilities

- Maintain accuracy, integrity, and confidentiality of records.
- Interpret and apply complex academic policies and regulations.
- Work in a technical environment.
- Work independently and collaboratively in a fast-paced environment.
- Manage multiple tasks with frequent interruptions.
- Communicate information clearly and effectively to diverse audiences.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date