



Job Description

Admissions & Registration Representative

JD: 2287

Pay Grade: G05

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Preferred: Minimum two (2) years' experience in an office setting.

Minimum Education Requirements: High School diploma with two (2) years appropriate customer service and office experience; Associates degree preferred with one (1) year appropriate customer service and office experience.

Direct Supervisor: Associate Dean of Student Affairs / Registrar

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

Primary Work Location: Office Setting.

Certification:

Job Summary:

The Admissions & Registration Representative provides professional customer service and support in the areas of admissions, registration, and academic records. This position serves as a front-line resource for students, faculty, staff, and the public; performs administrative and operational functions that support enrollment services and student success; maintains academic records; and acts as an authorized agent of the College in issuing official documents, including transcripts and verifications.

Essential Job Functions

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

- Function as an integral member of the admissions and registration teams and work collaboratively to achieve enrollment goals.
- Deliver basic front-line support and referral assistance for the Student Assistance Center, ensuring continuous office coverage and effective service to students and visitors.
- Serve as the point person for the registration office, answering main phone line, registrar@ and transcript@ email accounts, and providing on-campus office coverage.
- Provide accurate information to students and the college community by appropriately interpreting Federal, State, and College policies and procedures, as well as ensure all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA) of 1974, as amended.
- Responsible for the support of departmental functions necessary for the daily operations of the admissions and registration offices, including registrations, waitlists, schedule adjustments, grading, transcripts, major changes, and other activities related to the support of the one-stop customer service model.
- Maintain an in-depth knowledge of admissions, advising, and registration processes; an understanding of the timing of enrollment cycles, deadlines, and the academic calendar; and familiarity with general campus operations in order to serve as a campus resource for candidates and students.
- Maintain comprehensive, well-organized, and accurate candidate and student records, inputting data in accordance with College guidelines.



Job Description

Admissions & Registration Representative

JD: 2287

Pay Grade: G05

-
- Image, retain, and destroy student records in accordance with AACRAO guidelines.
 - Examine degree audits of potential graduates and collaborate with advisor/student to address issues that could impact graduation.
 - Assist with campus events (i.e., open houses, advising & registration days, commencement) and other projects, as requested.
 - Participate, as needed, at admissions recruitment events, including handling basic admissions representative roles.
 - Serve on institutional committees as requested. Member of MOCRAO and MSACROA committees.
 - Ensure all necessary office materials and supplies are on hand, and manage the purchase and requisition processes for the A&R offices.
 - 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 assigned by supervision.

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.
- Proficiency in Microsoft Office and other standard office technologies.

Skills

- Strong written and verbal communications and interpersonal skills.
- Strong public relations and customer service.
- Organizational and data management skills with attention to detail.
- Critical thinking and problem-solving skills.

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. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



Job Description

Admissions & Registration Representative

JD: 2287

Pay Grade: G05

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