

Seward County Community College
Structured Compensation - Job Description
Student Records Assistant

Data Year: 2017

Prepared On: 11/10/2017

Department:	Registrar	Grade:	7
Reports To:	Registrar/VP of Student Services	Classification:	Non-Exempt
Supervises Direct:	0	Supervises Indirect:	0
Approved By:	C Donovan	Effective Date:	10/18/2016
		Revised Date:	10/18/2016

Role:

This position is responsible for front-line services for the Registrar's Office by assisting with the day to day operations and providing excellent customer service. The person in this position provides student assistance during the registration process and maintains information in the college's student information system. Additionally, this position provides support to the registrar and assistant registrar in the maintenance and integrity of student academic records in accordance with federal, state, and college regulations.

Essential Functions & Responsibilities:

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|---|-----|--|
| E | 40% | Assist with registration and enrollment processes for both face-to-face and EDUKAN students. This includes but is not limited to: building schedules, enrolling and withdrawing students, posting grades, and answering questions from faculty, staff, students, and alumni. |
| E | 20% | Maintain student records and ensure that filing is current. |
| E | 15% | Process outgoing transcript requests; evaluate and process incoming high school transcripts; and process paper enrollment verifications. |
| N | 10% | Update biographical data, ensuring receipt of proper documentation. Process changes of major. Perform degree audits. |
| N | 5% | Distribute and collect course certification rosters to and from faculty for attendance verification. Make corrections to students' course registration as indicated by rosters. |
| E | 5% | Maintain knowledge of standard registrar functions (registration, grading, graduation, etc.), knowledge of classroom locations, and abide by all FERPA regulations. |
| E | 5% | Advise the registrar and assistant registrar of significant matters and support them in their goals and operational purposes. |

Performance Measurements:

1. Ensure accuracy of data entered into the college student information system (Banner).
2. Maintain confidentiality and accuracy of student records.
3. Provide excellent customer service.
4. Become familiar with campus buildings, spaces, faculty, and staff.
5. Review course schedule prior to the first day of enrollment to check for any errors.
6. Maintain an organized and professional work environment.

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7. Provide guidance and assistance with department processes as well as state and federal laws applicable to the Registrar's Office including FERPA.
8. Provide quality service and support by creating and maintaining an effective relationship with students, faculty, staff, and the public.
9. Stay up-to-date with the college's student information system processes and maintain data integrity.
10. Maintain a good working relationship with EDUKAN personnel.
11. Process EDUKAN schedules, enrollments, withdrawals, etc. prior to or by due dates.
12. Respond to voicemail within one business day.
13. Respond to e-mails that require a response within one business day.
14. Follow directives from supervisor.
15. Pay attention to surroundings. Must be aware when someone comes into the office or up to the window.

Knowledge and Skills:

Experience	Six months to two years of related experience. One year of responsible customer service work experience which demonstrates successful problem solving skills.
Education	A two year college degree
Interpersonal Skills	A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or can be of a personal or sensitive nature. Strong interpersonal and communication skills to work effectively with students and staff from all cultures. The ability to remain calm in tense situations; and to maintain a consistent demeanor and sense of humor.
Other Skills	<p>Knowledge of:</p> <p>Principles and processes for providing customer and personal services including but not limited to: customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</p> <p>Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.</p> <p>Student Information System(Banner).</p> <p>Family Education Rights and Privacy Act.</p> <p>Skills in:</p> <p>Trust, diplomacy, courtesy, and tact.</p> <p>Strong interpersonal communications.</p> <p>Good working memory.</p> <p>Microsoft Office programs.</p> <p>Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.</p> <p>Making an effort to understand those who speak with foreign accents.</p>

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Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Talking to others to convey information effectively.
Identifying complex problems and reviewing related information to develop and evaluate options.
Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Ability to:

Switch between tasks effectively.

Have a set of congruent behaviors, knowledge, and attitudes that enable effective work in cross-cultural situations.

Be aware of surroundings when someone comes into the office or up the window.

Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

Pay close attentions to body language. Aware of signs of drug use.

Combine pieces of information to find a relationship among seemingly unrelated events.

Remain calm in tense situations.

Maintain a consistent demeanor and sense or humor.

Learn additional software packages the college may acquire, as well as integrated software skills.

Work under pressure in a fast-paced environment.

**Physical
Requirements**

Physical requirements are based on an 8 hour work day and may vary slightly.

Sitting for a period of 6 hours at one time with a total of 6 hours

Standing for a period of 15 min at one time with a total of 1 hour

Walking for a period of 15 min at one time with a total of 1 hour

Lifting up to 20 lbs. occasionally

Carrying up to 10 lbs. occasionally

Repetitive Action: use of right and left hand for simple grasping, fine manipulation, and pushing and pulling

Bending, squatting, and reaching above should level occasionally

Keyboarding 6 8 hours daily

Work Environment

Typical office environment. May occasionally work a weekend or evening during special events. Other duties may be assigned as needed.

Disclaimer:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee, and at no time does the job description constitute a contract. The college may exercise its employment-at-will rights at any time.

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This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature