

JOB TITLE: Registration Assistant

DEPARTMENT: Student Development

LOCATION: Union Campus

REPORTS TO: Registrar

FLSA: Non-Exempt

LEVEL: 102

DATE: 11/5/19; 07/25/2016

POSITION SUMMARY: Perform a variety of student registration, recordkeeping and general office tasks involving frequent public contact and frequent computer use.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: (A comparable amount of training, education or experience may be substituted for the minimum qualifications.) Completion of High School/GED; 1-2 years related experience

ESSENTIAL TASKS: (Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.)

- Greet visitors, students, and/or employees and respond to requests for information and provide assistance.
- Assist with processing registrations, drop/adds, and declaration of major information for students and create electronic files in ImageNow.
- Produce transcripts as requested, make corrections to student information as needed, place holds on student accounts as necessary, and generate hold letters.
- Assist staff, faculty, and the public with questions regarding the registration process, FERPA laws, refund policies, and other college policies.
- Generate and distribute enrollment/degree verification information for student insurance needs, student loan deferment documents, and National Student Clearinghouse requests.
- Process incoming mail and distribute as necessary
- Review scanned documents for proper placement and accuracy, correct errors as needed.
- Answer telephones and assist with office related questions and provide assistance.
- Assist student workers with questions regarding computer programs and linking student documents.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty and the general public.
- Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
- Perform assigned responsibilities, other related duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner and with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Knowledge of modern office procedures, practices and filing systems. Knowledge of the Family Educational Rights and Privacy Act (FERPA). Ability to type and enter data with speed and accuracy. Manage time effectively and set priorities when faced with multiple tasks that are time sensitive. Ability to establish and maintain effective working relationships with employees at all levels. Ability to work effectively in busy environment with frequent interruptions. Ability to handle confidential material judiciously. Ability to communicate effectively with students, staff, and faculty using correct English and in a courteous manner. Ability to use critical thinking skills in order to determine the problem and formulate a solution. Ability to understand and carryout oral and written instructions. Ability to adapt quickly in a fast paced environment. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables. Ability to read and write the English language. Excellent customer service skills.

LEADERSHIP and COMMUNICATION SKILLS: Follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards. Communicate to convey or exchange general work-related information or service to internal or external customers.

DECISION-MAKING and ANALYTICAL SKILLS: Requires some decisions that affect a few co-workers. Perform clerical or manual duties. Adhere to college and department policies, procedures, and practices. Perform job duties in a safe and efficient manner.

EQUIPMENT/SOFTWARE: Use office machines such as typewriters, telephones, fax machines, scanners, copiers or calculators. Use computers for data entry and Microsoft Office (Word, Excel, Outlook); custom applications. Proficient use of Colleague (college database system); ImageNow

WORKING CONDITIONS - the following physical conditions and hazards may be encountered in this position:
This position is normally in an indoor environment with moderate noise level.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. The position may also require close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

POSITIONS SUPERVISED: None

SIGNATURE: *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

Employee Signature/Date

NOTICE OF NON-DISCRIMINATION – East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director, 005-D Multipurpose Building, telephone number 636-584-6712 or hrnotice@eastcentral.edu.