POSITION SUMMARY:
Reporting to the Registrar, this half-time position serves as the transcript clerk and as front line person in the Registrar’s Office sending official and unofficial transcripts as well as providing answers or referral. Requires knowledge of a variety of programs/software to maintain student records including PeopleSoft (PS). This position requires extensive interaction with the public, faculty and staff; current and past students, parents, and visitors. If time allows this position will also purge files.

70%
A. Process Transcript Requests.
1. Process transcript requests according to FERPA regulations and Registrar Office procedures.
2. Receive, receipt and process transcript request payments.
3. Ensure fees collected are delivered to the Cashier’s Office.
4. Log transcript requests on the spreadsheet on the Registrar’s office shared drive.
5. Work with IT to bring-up electronic transcript ordering through a vendor product.

20%
B. Greet and Direct Office Traffic
1. Answer in-coming phone calls to the Office.
2. Greet all who enter the Office.
3. Be aware of other stations and manage traffic flow especially when dedicated project time is needed by staff members.
4. Handle questions, complaints and needs of students, staff, faculty and public as presented.
5. Provide directory information as requested.
6. Provide information to faculty and students regarding policies which affect academic records, referencing university policies.
7. In absence of the transcript clerk, answer phone directing students in detail how to apply for transcripts through the mail. Receipt, print, validate and mail out rush other transcripts.

8%
C. Window/CounterRegistrations Including Drop/Adds
1. Assist with processing registrations from original forms, overrides, drops and adds.

2%
D. Purge Files of Previously Enrolled Students
1. Pull hard-copy files from previously enrolled students from basement storage and examine the record for documents that must be retained according to the Office records retention policy.
2. Scan documents that are retained into ImageNow and purge the documents not retained.

Knowledge, Skills & Abilities
• Excellent communication skills, strong customer service orientation and the ability to interact with a wide variety of people (faculty, staff, students and the public) in a friendly, professional manner.
• Strong organizational and time management skills required.
• Ability to perceive where discretion is necessary and maintain the strictest confidentiality.
• Ability to multitask effectively.
• Computer skills: PeopleSoft, MS Word, Excel and Outlook.
• Basic office skills required: word processing, filing, and answering telephones.
• Ability to work independently with minimal supervision.