Position Summary:
Reporting to the Transfer Specialist, this half-time position serves as the back-up to the Transfer Specialist and understands the technology and process needed to proficiently update transfer credit records. This position is also responsible for the coordination and distribution of UW-Superior Official Transcripts. In addition, this position is an active member of the front line staff, and shares in the duties of the front desk; answer telephones, respond to emails, assist with front counter customers and other interaction necessary in the Registrar Office.

Transfer Credit Support:
1. Provide back-up to the Transfer Specialist on the review and posting of transfer credits.
2. Assist with the development and distribution of transfer credit equivalent spreadsheets
3. Ensure transfer policy and accreditation guidelines set by UW System are recognized for all acceptable transferring institutions.
4. Assist in updating the equivalency data base; TIS (UW-System based) and TES (Transfer Evaluation System).

Transcript Request Processor:
1. Manage and process daily transcript (official/unofficial) requests through electronic and paper transcript process
2. Research student holds and other issues preventing the release of transcripts
3. Process in-house transcript requests following Registrar Office procedures and FERPA regulations.
4. Receive, receipt and process transcript request payments; both electronically and in person received.
5. Ensure all rush orders and FED EX orders are processed within the published timelines
6. Reply to all inquiries and follow-up with customers in a timely and professional manner

Front Desk Support:
1. Receive incoming telephone and walk-ins activities.
2. Assist student, faculty, staff and customers with questions and identify appropriate staff member to assist with the resolution of any questions or concerns.
3. Provide information to students, staff, faculty and customers on the policies and procedures in the Registrar Office, and stay current on changes in the academic calendar.
4. Receive and provide assistance with documents required for Credits and Reinstatement and Extenuating Circumstances Committees. Keep an accurate calendar available with meeting dates and deadlines.

Knowledge, Skills and Abilities:
1. Strong understanding of office technology and experience with Microsoft Outlook, People Soft SIS, Image Now and Excel.
2. Professional communication skills with a strong customer service orientation and the ability to interact with diverse population in a professional manner.
3. Strong organizational and time management skills to aid in resolving difficult situations.
4. Aptitude to perceive when privacy and discretion is necessary while maintaining strictest confidentiality.
5. Ability to work independently and multitask effectively in a fast paced environment.
Required Qualifications:
1. High School Diploma or equivalent
2. Office experience
3. Customer Service skills

Preferred Qualification:
1. Experience with People Soft
2. Experience in a college or university setting
3. Associate of Arts or Bachelor Degree