

Posting 01/19/2019
Hourly rate of pay \$9.60-\$10.60
Status: Full-time



The College of Idaho invites applications for a **Records Specialist**. Reporting to the Registrar, this position provides support for students (in person, via phone or email) with “front line” information for the Registrar’s Office. Key duties include accepting and processing forms for the Registrar’s Office and counseling, assisting, and trouble-shooting with students, faculty, and staff relative to office procedures and College policies.

Essential Functions

Student Records Maintenance

- Create and maintain student records, in both physical and electronic format; Ensure accuracy of data entry into student record database and proper scanning and filing of physical documents.
- Process various forms specific to the Registrar’s Office.
- Process transcript requests, unofficial and official.
- Process daily communications for the Registrar’s Office (maintain centralized email inbox, delivery and receipt of physical mail, etc.)
- Assist in data quality and data integrity projects.
- Assist in archival and/or destruction of inactive records.
- Perform other duties as assigned.

Course Scheduling

- Assign rooms for courses each term.
- Assist with building and maintenance of course sections.
- Maintain the 4-year schedule.

Counsel with Students, Faculty and Staff

- Phone: Answering phones, screening and channeling calls, taking messages, and possibly scheduling appointments for staff members. Awareness of how to find information for other departments in order to transfer calls knowledgeably, in a polite and efficient manner.
- Email: Maintain the office email account for Registrar-related questions. Knowing and understanding office and College policy and procedures is necessary in order to provide the expected level of customer service, in a polite and efficient manner. Knowledge of out-going emails and communications in order to field questions from students.
- In Person: Responsible for providing service to clients who come into the office for help. This includes assisting students with registration and enrollment process. As with phone and email, this involves knowledge of the College and office policies and procedures and acting in a polite and efficient manner.

Policy Enforcement

- Under guidance from the Registrar, assist in interpretation and enforcement of College policies, rules, and federal regulations that relate to academic standards, student academic records, and financial aid.
- Have in-depth knowledge of the College catalog, as well as state and federal regulations, including FERPA.

Additional duties as assigned.

Knowledge, Skills, and Abilities

- Knowledgeable in the use of Microsoft Office suite.
- Excellent oral and written communication skills in English.
- Demonstrated student-centered philosophy and commitment to the principles and practices of customer service.
- Ability to troubleshoot and make decisions.
- Ability to work with diverse groups of people across campus.
- Demonstrated organizational skills and abilities in managing multiple tasks and timelines.
- Accurate and detail oriented.
- Knowledge of College policy and procedures and adhere to performance standards.
- Must possess a strong work ethic and unquestioned personal integrity.
- Working knowledge of relational databases or enterprise resource planning (ERP) system; student database system such as Ellucian Colleague or similar system preferred.

Qualifications

- Two years related work experience; work experience in higher education registration or records environment preferred.
- Associates Degree from a regionally accredited college or university; two additional years related work experience in lieu of degree.
- Working knowledge of a Registrar's Office business practices/processes preferred.
- Must possess a current valid driver's license, be vehicle insurable with a good driving record in accordance with The College of Idaho's vehicle policy.

Candidates must be authorized to work in the United States as of the expected hire date and throughout the date of the contract without sponsorship from The College of Idaho.

Candidates meeting qualifications listed above should submit a cover letter addressing their qualifications for the position, a current resume, and the names and contact information of three (3) references, two (2) management and one (1) professional to hr@collegeofidaho.edu Application review will begin immediately; applications will be accepted until suitable candidates are selected. To learn more about The College of Idaho please visit www.collegeofidaho.edu

The College of Idaho is proud to be an equal opportunity employer. We are committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce.