

JOB DESCRIPTION



Position Title: Registration Technician

Department: Admissions and Records

Employment Category: Non-Exempt Staff

Primary Location: District-wide
Based on the Douglas or Sierra Vista Campus

FLSA Classification: Non-exempt
Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE02

Position Summary: The Registration Technician is responsible for providing support in the areas of admissions, student registration, record maintenance, transcript services, and international student processing and support, while providing excellent customer service at the registration counter, via email, and over the phone.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Performs exceptional customer service for students, employees, and the public; responds to inquiries concerning college offerings, registration, admissions, transcripts, and international student services; is knowledgeable and can explain policies and procedures related to student records

Processes district wide student, faculty, and staff ID cards

Performs data entry; ensures student information is entered, processed, utilized, and stored in compliance with federal and institutional guidelines; assists in record management; alphabetizes, files, scans, and ensures all records are accurate and up to date

Assists and acts as backup for other department staff in the performance of admissions, transcripts, registration activity, and international student services; assists in the testing of software updates and solves database problems

Maintains an accurate and up to date desk reference of procedures for accomplishing duties and responsibilities

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

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Education and Experience Requirements:

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

One year of related experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Banner

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work accurately, efficiently, and effectively with all types of data

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions and fluctuations in workloads

Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Assistant Director of Admissions and Records

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.