

JOB DESCRIPTION



Position Title: Registration Technician - Military Programs

Department: Military Programs

Employment Category: Non-Exempt Staff

Primary Location: Fort Huachuca

FLSA Classification: Non-exempt

Remote Work Eligible: No

Parameters: 40 hours/week; 12 months/year **Pay Grade:** NE02

Position Summary: The Registration Technician for Military Programs is responsible for providing support in the areas of student registration, admissions, record maintenance, and transcripts 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 services for students, employees, and the public; responds to inquiries concerning college offerings, registration, admissions, and transcripts; ensures students understand all policies and procedures related to their records

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

Receives and processes administrative, registration, and course fees using assigned processes and tracking systems; prepares and delivers cash deposits

Assists or provides backup for registrations, admissions, entering grades, graduate reporting, and uploading class schedules through the ArmyIgnitED tuition assistance portal for active duty military personnel; assists in the management of the Military Spouse Career Advancement Account program and the Army Credentialing Assistance program; provides support for the Military Occupational Specialty credentialing program

Travels to remote locations within Ft. Huachuca to assist with briefings and receive on-site registration paperwork and payments, answer questions and engage military personnel in the education enrollment process.

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 related experience

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

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, Banner, and ArmyIgnitED

Knowledge of the proper operation of and the ability to use personal computers and standard office equipment for the effective management of all types of data

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 receive and track incoming payments, balance cash drawer, and prepare bank deposits accurately

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

Ability to maintain accurate office procedures

Ability to work under pressure with frequent interruptions

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

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, and ability to communicate.

Medium work: Exerting up to 40 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting, walking and standing regularly, incumbents may be required to turn/twist, balance, reach, or handle.

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

There is a possibility that due to parking availability and remote meeting locations on Ft. Huachuca, employees may be required to navigate moderate to long distances on uneven, unfinished, and/or rocky terrain.

Reports to: MOS Credentialing Coordinator

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.