JOB DESCRIPTION

COCHISE COLLEGE

Position Title: Registration Transcript Technician [P000109]

Department: Registration and Records

Employment Category: Non-Exempt

Primary Location: Sierra Vista Campus

FLSA Classification: Non-Exempt
Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year

Pay Grade: NE04

Position Summary: The Registration Transcript Technician is responsible for processing transcript and verification requests and providing support in the areas of student registration, admissions, and records maintenance, while providing excellent customer service online, in person, or by 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:

Oversees and supervises the e-transcript and paper transcript verification request processes; responds to verification requests and generates, prints, and distributes transcripts in a timely manner using established policies and procedures; ensures proper payment is processed in conjunction with the college business office; acts as a liaison between the college and National Student Clearing House

Provides exceptional customer services to students, employees, and the public; responds to inquiries concerning college offerings, registration, admissions, and verifications; acts to ensure students understand policies and procedures related to their records; processes student, faculty and staff identification cards

Assists the Director of Admissions and Records in ensuring data integrity is maintained for college transcripts and other records; performs data entry and records maintenance, 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 current

Assists and acts as backup for Admissions Specialist and other department staff in the performance of admissions and registration activity; assists in the testing of software updates and troubleshooting the database

Maintains and updates an accurate 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
Three years 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
Knowledge of the general 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
Ability to relate to a diverse population and to maintain composure 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

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.