State College of Florida, Manatee-Sarasota
Job Description

Job Title: Registrar Office Assistant
Reports to: Coordinator of Admissions and International Student Services
FLSA Status: Non-Exempt
Level: 113
Position Class: C9992

Job Summary:
This position involves specialized technical work in the Registrar Office. This includes disseminating accurate information regarding admissions, records, and registration policies and procedures to the general public, students and College staff. This position is responsible for ensuring that data is accurate in the database and all documentation pertaining to admissions, records or registration is accurate and complete.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Provides services to students, College staff and the general public which involves disseminating accurate information for processing applications, registering students, add/drop requests, withdrawals, printing transcripts and grade changes. This involves intricate knowledge of all Departmental and/or College policies and procedures.

2. Inputs data from admissions applications and downloads web admission applications into the database.

3. Reviews and verifies information submitted electronically before loading the information into the database. This includes verifying social security numbers, names and addresses as well as adhering to State College of Florida, Manatee-Sarasota data standards.

4. Processes admissions letters based upon electronically submitted applications into a mail merge process.

5. Processes transcript requests, generates official and unofficial transcripts.

6. Classifies students as residents or non-residents of the state of Florida for residency purposes and assigns fees accordingly. This includes verification of receipt of all proper documentation prior to the classification.

7. Assists the Registrar, Assistant Registrar, Coordinator of Admissions and International Student Services and IT staff in testing and resolving admissions, records and registration system issues and problems.

8. Maintains a receipt log of all monies received via the fax or mail.
9. Provides telephone and face-to-face customer service to include a large volume of general public informational requests and general receptionist duties. Responds to requests for course descriptions, catalogues, etc. from other academic establishments nationally and the general public.

10. Processes verification of enrollment forms and maintains these files. Generates enrollment verification letters for students.

11. Provides back up for Cashier, open campus and the Testing Center.

12. Assists in creating, filing, maintaining and purging of student records in compliance with the State of Florida records retention requirements.

13. Provides clerical support for Registrar. Areas to include correspondence, filing, supply requisitions and other support as needed.

14. Maintains accurate student records in database and hard copies to include name changes and other records updates such as no shows, withdrawals, etc. and ensures that all information received is accurate and complete. Aids instructors and College staff with class enrollment verification and grade rosters.

15. Updates students’ records from hard copy files for transcripts and readmissions.

16. Reviews student records prior to registration for the CLAST examination. Registers CLAST test applicants.

17. Monitors and assists the Vice President for Student Development and Enrollment Services and the Admissions Committee in conjunction with special admission requests. Requires monitoring of all supporting documentation.

18. Processes student test scores in database and applies the appropriate course attributes.

19. Assists with commencement ceremony activities.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associate's degree or equivalent from two-year college or technical school and two or more years’ related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read and understand basic instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the Organization.
• **Math Ability:**
  Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram/chart form. Ability to deal with problems involving several concrete changes in standardized situations.

• **Computer Skills:**
  To perform this job successfully, an individual should have intermediate knowledge of word processing, database and email software. Experience with current College database system preferred.

• **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
This position is responsible for mail that includes cash, checks and credit card information.

**Responsibility for Communication:**
• **Internal Contacts:**
  This position has routine contact with State College of Florida, Manatee-Sarasota students and staff.

• **External Contacts:**
  This position has routine contact with high school personnel, loan companies, and the general public.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General environment is that of busy office with frequent interruptions. The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use manual dexterity. This employee is frequently required to stand, walk, sit and reach with hands and arms and occasionally lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
**General Performance Standards and Expectations:**

In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. **Attendance Standards:** State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. **Training:** State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. **Continuous Improvement:** State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**

This job description has been reviewed and approved by the leaders whose signatures appear below.

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