

Position Description - Classified

Purpose of the PD:

- To record the essential functions of the position
- To record special requirements
- To record required knowledge and skills to perform the duties of the position
- To record special working conditions
- To aid in recruitment and selection
- To establish Management's expectations
- To provide a base for managing performance

Position Status:

Working Title		Position Number
Registrar Services Specialist		E99579
Classification Title		Classification #
Office Specialist 2		0104
Position Type (FT/PT / Limited Duration)	Regular / Academic Year / Seasonal / Intermittent	FLSA Status
FT	Regular	Non-Exempt
Work Location		Department / Division
Monmouth		Office of the Registrar
Reports to		Reports to Position Number
Registrar Services Manager		E99518
Incumbent		University ID #

Program Information:

A. Describe the general program in which this position exists. Include program purpose, size, scope, and relationship to the University's mission.
<p>This is a full-time, 12-month, classified position in the Office of the Registrar at Western Oregon University in Monmouth. The Office of the Registrar is a core strategic office that supports the whole of the university community in the functions of registration, records, degree clearance, commencement, curriculum management, course scheduling, veterans' services, state/federal/international regulatory compliance, and other analysis and strategic planning in support of the university's mission.</p>
B. Describe the purpose of this position and how it functions within this program.
<p>Support the functions of the Office of the Registrar in the areas of customer service, data entry, procedure management, transfer articulation, and catalog/scheduling support. Provide direct service to students in areas of registration, information, and assistance in obtaining student records. Ensure timely accurate evaluation and entry of transfer credits for students to facilitate registration and graduation. Support the effective management of course scheduling and catalog management through data entry, proofing, training, and communication. This position will need to be highly productive, manage tasks efficiently, and effectively.</p>

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note the percentage of time each listed duty is performed to total 100%. Indicate “E” = Essential, “R” = Revised	
Percent of Time	Duties
40%	<p>Customer service & records processing:</p> <ul style="list-style-type: none"> • Serve as a front-line staff member providing excellent customer services and timely processing in support of students, faculty and staff. • Expert level knowledge of university processes, policies, responsible offices/staff, and resources is required to be able to provide accurate information and quality customer service. • Complete processes such as, student registration support, override entry guidance and support, university withdrawals, medical withdrawals, academic suspension petitions, change of major/minor forms, routing of other petitions, processing petitions, filing/document management, and other Registrar’s Office procedures. • Strictly adhere to FERPA requirements as they govern the release of student information. • Accurately and promptly answer office phones, return voicemails, respond to chat and email inquiries. • Adhere to office policies, procedures, and retention/filing protocols. • Transcript management; pre-Banner and pick-up transcript processing in a timely manner, customer service and instructions relative to obtaining transcripts, complete administrative process to ensure the smooth operation and timely fulfillment of transcript orders in the Parchment system. • National Student Clearinghouse degree verification research & respond.
40%	<p>Transfer Credit Evaluation & Articulation</p> <ul style="list-style-type: none"> • Intake, distribution, processing, and filing of transcripts from other universities. • Articulation entry for undergraduates including but not limited to; matching courses to existing articulations, noting any changes in a course that might call an existing articulation into question, completing an evaluation of a new or changed course using the TES system, suggesting appropriate articulations, entering articulations, and processing repeats. • Transcript filing & purging • Work closely with the Articulation Manager to optimize equivalencies for students as well as to help identify and fix system/process issues
15%	<p>Course Scheduling & Catalog Support:</p> <ul style="list-style-type: none"> • Serve as a resource for campus faculty and staff seeking assistance with scheduling questions, concerns, or issues. • Scheduling of non-standard courses including, but not limited to, WOU study abroad, individual courses, temporary courses, etc. • When needed assist in monitoring and responding to the catalog and scheduling email account. • Process Schedule change requests that have been properly approved. • Assist the catalog and scheduling coordinator in reviewing the course schedule for accuracy and adherence to university policy, procedures, and data standards. • Complete tasks in a timeline that ensures our deadlines for term-by-term and yearly scheduling are met.

5%	<ul style="list-style-type: none"> • Assist in entering and verifying the accuracy of course fees at the catalog and section levels. • Assist in catalog proofing; formatting, verifying that information is consistent with program proposals, links are functional, etc. • Create courses in support of special programs such as National Student Exchange, Study Abroad, OHSU nursing student program, individual courses, and other various specialty programs. Support WOU study abroad. <p>Other duties as assigned</p>
----	--

Working Conditions:

Describe special working conditions, if any, that are a regular part of this job. Include frequency of exposure to these conditions.

- Occasional evening or weekend work hours and travel for work and/or professional development may be required.
- Work primarily takes place in an office environment with long periods of time at a computer workstation.
- Frequent interruptions (in-person and phone) occur.
- Works regularly with staff, students, and instructors; some of whom will be upset and require more time and care.

Guidelines:

List any established guidelines used to do this job, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- State & Federal regulations
- University policies and procedures are embodied in resources such as the online catalog, web resources, and university committees.
- Registrar's Office procedural documentation.

How are these guidelines used to perform the job?

Must retain information to attain expert-level knowledge of guidelines that are required to perform regular duties. Exercise sound judgment regarding when to reference materials and/or seek additional clarification to ensure consistent equitable and reasonable compliance.

Work Contacts:

Who contacted	How (email /)	Purpose	How often?
Students	Email, in-person, and phone	Student services.	Daily
Division/Department Staff	Email, in-person, and phone	Student records, processes, & scheduling.	Daily
Faculty/Deans/Directors	Email, in-person, and phone	Student records, processes, & scheduling.	Daily/Weekly

Job Related Decision Making:

Describe the kinds of decisions likely to be made by this position. Indicate effect of these decision where possible.

This person in this role will have a decision-making responsibility regarding managing and making recommendations regarding business processes and systems in use by the Office of the Registrar. It will be the responsibility of the person in this role to know which decisions can be made independently with appropriate information sharing after the fact verses, which decisions require input before action can be taken, or that are the purview of someone else.

Review of work:

Who reviews the work of this position? (List classification title and position number). How often? Purpose of the review?

The Registrar Services Manager. At minimum annually, however, given the collaborative nature of decision-making, problem-solving surrounding, workload management, and change management there will be regular opportunities for feedback and iterative professional development.

Additional Job-Related Information:

Any other comments that would add to an understanding of this position

The individual in this position must have strong communication skills, be able to provide good customer service, be very productive, be detailed oriented, be able to work independently and as part of a team, be proficient in the use of technology to perform tasks and be able to read, understand, and apply regulatory statutes and procedures.

Special Requirements / Preferred Qualifications

Budget Authority: If this position has authority to commit agency operating money, indicate in what area, how much (annually) and type of funds:

