



POSITION TITLE: Records Assistant

DEPARTMENT: Registrar's Office

REPORTS TO: Registrar

SALARY GRADE/HIRING RANGE: 8/\$14.35 - \$15.20

FLSA DESIGNATION: Non-exempt

SUMMARY OF THE POSITION:

Reporting to the Registrar, the Records Assistant will assist with managing the front desk of the office, provide backup support for Courseleaf and Infosilem, and serve as ROTC representative. This position will provide administrative support services to students, staff and the external community with primary emphasis on the administration of customer services – including transcript and diploma production, processing of registration changes – in a highly-visible, fast-paced student-oriented environment.

OPPORTUNITIES OF THE POSITION:

1. Provide information and customer support to all students, faculty, staff and the external community.
 - a. Respond to inquiries from students, faculty, staff and the external community regarding policies and processes.
 - b. Direct Registrar's Office customer service area.
 - c. Direct distribution of Registrar's Office mail and e-mail.
 - d. Manage Registrar's main phone.
2. Serve as ROTC Representative for Students
 - a. Will work closely with Gonzaga representative to maintain information regarding course offerings for incoming and returning Whitworth students.
 - b. Obtain mid-term and finals grades for all ROTC students during each term in a timely manner.
3. Coordinate and process the release of transcripts and diplomas.
 - a. Receive and review transcript requests ensuring that FERPA guidelines are followed.
 - b. Assist with all transcript related software.
 - c. Ensure the accurate production and timely delivery of diplomas.
 - d. Verify release of transcripts and diplomas with Academic Evaluator and Business Office.
 - e. Maintain accurate records of transcripts and diplomas issued.
4. Oversee registration activities
 - a. Process drop/adds, audits, P/NC, enrollment verifications, and withdrawals while advising students of any penalties.
 - b. Direct students on procedures for petitions.

- c. Answer questions as it relates to registration through Self-Service.
- 5. Manage all purchasing for the Registrar's Office
- 6. Maintain up-to date information on the Registrar website provide backup support for Registrar Office Software
 - a. Provide support for Courseleaf functionality in absence of Assistant Registrar.
 - b. Provide support for Infosilem functionality in absence of Associate Registrar.

REQUIREMENTS OF THE POSITION:

- The ability to organize tasks and attend to a variety of details with a minimum of supervision in a fast-pace work environment.
- A willingness and desire to learn new responsibilities.
- Demonstrated effective oral and written communication skills.
- Interpersonal and organizational skills.
- Experience/proficiency in using Excel and databases desired.
- Ability to work with confidential information.
- Ability to work as a part of a team.
- A personal commitment to the Christian faith and to the integration of faith and learning.
- A commitment to the educational mission of Whitworth University as a Christian liberal arts university affiliated with the Presbyterian church.
- A commitment to diversity, equity and inclusion.

PREFERRED JOB KNOWLEDGE, SKILLS AND ABILITIES:

- Experience with Ellucian Colleague (or any higher education SIS), Self-Service, and Courseleaf.
- Willingness to cross-train with other positions within the office.
- Knowledge of federal reporting guidelines or VA benefit information.
- Proactive about updating and/or improving processes as student needs change.

ORGANIZATIONAL RESPONSIBILITY OF THE POSITION:

No direct reports.

REQUIRED QUALIFICATIONS:

Education: High school graduate or GED required; University experience desirable.

Experience: Three years closely related work experience.

Licenses or Certifications: None required.

ADDITIONAL REQUIREMENTS: A background check, credit check, and confirmation of degrees earned will be required of the successful candidate. A resume, cover letter, faith statement, and names, addresses, and phone numbers of at least three (3) professional references will also be required.