



## **JOB DESCRIPTION**

**TITLE: Registrar Staff Associate**

**COLLEGE/SCHOOL/DEPT: Registrar's Office**

**DATE PREPARED: September 17, 2014**

**REPORTS TO: Registrar**

**FLSA: Non-Exempt**

### **POSITION SUMMARY:**

The Registrar Staff Associate assists with various assigned tasks and projects related to creating, maintaining, updating, and archiving of University student records including transcript requests. This position coordinates and communicates with all departments relative to registration and course scheduling.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.
2. Upholds the Heritage University Mission Statement.
3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
4. Processes term registrations and all add/drop forms of continuing, new students, and online programs.
5. Coordinates registration changes with student accounts, financial aid, and programs.
6. Creates course sections in the Jenzabar EX system for all programs, including entry of class schedules, instructors and seating limits. Classroom scheduling; negotiate classroom assignment issues, assigning rooms to make optimal use of space and available technology.
7. Processes all transcripts order requests, including recording, filing, and mailing.
8. Prepares and maintains Veterans' Affairs student folders; keeps current and accurate record of schedules, transcripts, and course planners for VA students; updates drop/adds, reports changes to the VA maintains veteran-related forms, and contracts; and evaluates military transcripts and posts units on the appropriate system for veterans' benefits.

### **OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other functions as necessary or as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- A. **Knowledge:**
- o Bachelor's degree preferred.
  - o 3-5 years of equivalent experience in a high-volume, detail-oriented environment, preferably within higher education or customer service.
- B. **Skills:**
- o Able to balance multiple priorities and deadlines.
  - o Strong computer skills and experience with Microsoft office suite required. Must type 50+ words per minute.
  - o Possess a high level of interpersonal skills and professionalism.
  - o Sensitivity to working in a multicultural setting is imperative.
  - o Excellent oral and written communication skills.
  - o Professional dress required.

**Interested and qualified applicants may submit Heritage University Employment Application (*required*) and Resume and Letter of Interest and Three References to:**

**[humanresources@heritage.edu](mailto:humanresources@heritage.edu)**

**or**

**Heritage University  
Human Resources Office  
3240 Fort Road  
Toppenish, WA 98948**

**Open Until Filled**