



Classification Description

Job Title: Registration Specialist II

Pay Grade: 107

Job Code: 3659

FLSA Status: Non-Exempt

Job Purpose

This is specialized work in the student registration area in the Office of the Registrar. This position is directed by the area supervisor to monitor and complete various ongoing reports and term processes. Additional responsibilities include providing customer service, data entry and processing of various registration and related forms. This includes proactively addressing registration services and processing requests timely, accurately and consistent with College policy and state guidelines. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Provides quality customer service and is readily available to provide pleasant and professional service to students and others seeking information regarding the College's registration documents and processes in-person, by phone, via email, through chat, and other delivery methods.

Guides students through the enrollment process by providing accurate information regarding registration procedures consistent with College policy and applicable state guidelines.

Processes registrations and necessary forms to drop, add or withdraw a student. Processes necessary forms to update student demographic records and enrollment verifications.

In the absence of the Registration Manager, serves as the point of contact for registration staff.

Responsible for assisting with training of new registration staff as necessary.

Assists with the Florida Shines Transient Student process as needed. Collaborates with Academic Advising and Financial Aid to ensure best practices and sound decision making, as needed.

Demonstrates understanding of College policies and procedures related to the services performed by the Office of the Registrar through appropriate application; seeks opportunities to enhance a customer's experience and proactively address needs; knows when to collaborate with others to ensure appropriate support and assistance is provided.

REGISTRATION SPECIALIST II

Prepares official academic transcripts for special population students and alumni. Assists departmental colleagues with both incoming and outgoing transcripts, scanning and indexing student records and reports. Responsible for assisting with the electronic transcript systems to include Parchment, National Student Clearinghouse, and FASTER.

Attempts to resolve student problems before referring or sending them to the Registration Manager.

Scans and indexes student records to include registration documents, student data change forms, petitions, and other departmental correspondence.

Serves as the backup to the Office of the Registrar's general email inbox; responds to, or directs inquiries, as needed.

Processes departmental section override request, and end of term batch processing for in progress transcripts (pending grades and degree notation).

Ensures the integrity and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other Federal regulations, and College records and archival policies.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Two (2) years of full-time or four (4) years of part-time related professional work experience in customer service or administrative support. Appropriate combination of education and experience may be substituted.

Proficient with a major student information system, such as SCT Banner.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.

REGISTRATION SPECIALIST II

- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 30, 2016. Revised: June 1, 2021, March 10, 2022, and December 13, 2022.
Revised: July 1, 2023.