



Classification Description

Job Title: Registration Specialist III

Pay Grade: 109

Job Code: 4787

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 also includes proactively addressing registration services and processing requests in a timely, accurate, and consistent manner with College policy and state guidelines. The Registration Specialist III serves as a lead and mentor to those in the Registration Specialist I and II positions. 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 through 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 Associate Registrar, Registration Operations serves as a point of contact for registration staff and is responsible for assisting with the training of new registration staff as necessary.

Responsible for the training of current and new Office of the Registrar staff on registration processes.

Assists with the FloridaShines Transient Student process, as needed; collaborates with Academic Advising and Financial Aid to ensure best practices and sound decision making, as needed.

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

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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 electronic transcript systems, including Parchment, National Student Clearinghouse, and Florida automated System for Transferring Educational Records (FASTER).

Attempts to resolve student problems before referring them to the Associate Registrar.

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

Manages and processes attendance verification forms for the Office of the Registrar and serves as a resource for students, staff, and faculty.

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

Serves as primary support for the Dual Enrollment registration process to support the Sr. Coordinator, Accelerated Pathways, Registration.

Manages EOT processes, such as the prerequisite and non-degree report, under the supervision of the Associate Registrar, Registration Operations.

Serves as the primary representative for the Office of the Registrar at school sponsored events as needed.

Processes departmental section override requests, 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 the Family Educational Rights and Privacy Act (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 to determine if she/he can 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.

OR

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Four (4) years of full-time or five (5) years of part-time related professional work experience in customer service or administrative support, to include a minimum of two (2) years as an FSW Registration Specialist II. An 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 Microsoft 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.
- 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 communicate and collaborate with others to achieve goals.

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- 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; December 13, 2022; July 1, 2023; December 11, 2024; and March 5, 2026.