Saint Michael's College
Job Description

Job Title: Graduate Records and Registration Specialist

Department: Registrar's Office

Supervisor or Manager: Office Coordinator

Date Created: 7/15/2005   Last Revised: 7/15/2005   FLSA Status: NE

Approved by (print name): ________________________   Signature: ________________________

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives of the Position:
- Registrations for graduate students are completed in an accurate, fair and timely manner
- Graduate student records are created and maintained in a manner ensuring accuracy and confidentiality
- Progress of graduate students’ fulfillment of degree requirements is monitored closely to ensure that requirements for graduation and College policies are being met
- Reports, lists and labels are prepared in an accurate and timely manner to support communication and decision making
- Classrooms are assigned with careful consideration to the competing needs of users, faculty preferences and College priorities
- Data is entered accurately into software files (such as Datatel and EMS) to enable efficient retrieval and application
- Inquiries and requests for information from students, faculty, staff, alumni and outside constituents are handled courteously, efficiently and confidentially

Essential Duties and Responsibilities:
- Maintains files of graduate students, both paper and electronic, ensuring accuracy and confidentiality
- Creates class schedules and maintains information about courses in database; assists with publication of graduate programs course brochure
- Assigns classrooms for all graduate classes and undergraduate summer classes and for other ad hoc class-related events; resolves conflicts that result from competing demands for classroom space
- Processes graduate course registrations, course changes and mails registration confirmations as well as handling questions about the registration process
- Prints and distributes class rosters and grade sheets for instructors
- Records grades; responds to questions from students and faculty related to grades; generates and mails grade reports to students; maintains grade sheets for graduate classes; keeps volumes of grade sheets bound in the archives
- Works with student accounts on applying fees to graduate students (such as the diploma fee and transfer of credit fee)
- Manages degree clearance and graduation processes for all graduate students (including licensure and certificate programs), orders diplomas, communicates with degree candidates, allocates commencement tickets and attends meetings of the Commencement Committee
- Queries databases to create lists, labels and reports in response to requests for information; prints and mails letters of verification

Secondary Responsibilities:
- Helps with inquiries at the front counter and on the telephone
- Delivers mail to the campus post office or to other destinations on campus
- Assists with undergraduate student registration and grading when needed
- Greets and seats masters’ candidates prior to Commencement ceremonies

Positions Supervised:
- None
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**Position's Major Contacts:**  
- Students  
- Faculty  
- Graduate Program Directors  
- Graduate Program Administrative Assistants  
- Student Account Specialist  
- Director of Admission & Marketing for Graduate Programs  
- Financial Aid Counselor  
- Assistant Director of Facilities  
- Office of Special Events  
- Associate Dean of Academic Affairs

**Demonstrates Excellence in this Position:**  
- Demonstrates a thorough knowledge of College policies and procedures, particularly as they pertain to graduate students  
- Possesses a keen understanding of and empathy for faculty and student concerns, while maintaining a broad knowledge of the general workings of the College (how different departments interact)  
- Exercises meaningful interaction with virtually every College constituency  
- Maintains a high level of diplomacy and strong communication skills  
- Demonstrates the utmost degree of honesty, discretion and ethical behavior  
- Possesses a strong orientation toward continuous improvement in every facet of work  
- Thrives in a fast-paced environment and serves the students, faculty and staff effectively with enthusiasm, cooperation, respect, clarity of expression and grace under pressure  
- Remains dedicated to being a continuous learner  
- Prioritizes well and completes work in a timely manner

**Education and Work Experience Required:**  
- Bachelor's degree  
- Background working in higher education and some experience with student information systems helpful  
- Experience as a graduate student is beneficial

**Analytic Skills Required:**  
- The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

**Language and Literacy Skills Required:**  
- Reads and interprets a wide range of information. May interpret documents to others. Regularly writes reports and correspondence. Able to shift writing style as needed for different audiences. Regularly explains policies, listens to questions, responds, and problem solves. Speaks to individuals and small groups effectively.

**Computer/Technology Skills Required:**

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Other:  
- Event Management Software (EMS) -intermediate
License, Certifications and Other Requirements:
- None required

Physical Demands:
Work is often performed in a typical office environment requiring:
- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Graduate Records and Registration Specialist, occasionally the employee may be required to lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Additional Requirements for the Job:
- Must be self-motivated, willing and able to solve problems, work independently to produce results and take action

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.