Saint Michael's College  
Job Description

Job Title: Office Coordinator
Department: Registrar's Office
Supervisor or Manager: Registrar
Date Created: 07/14/05 Last Revised: 07/14/05 FLSA Status: E

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:
• The Registrar’s front office runs efficiently and smoothly
• Records maintained accurately, and needs of students, faculty, and staff responded to and met in a timely, courteous and professional manner within College guidelines and policies
• The following activities are coordinated and evaluated for effectiveness:
  ▪ Class scheduling and classroom assignment
  ▪ Maintaining course information
  ▪ Creation and distribution of class rosters and grade sheets
  ▪ Recording grades and grade reporting
  ▪ Course registration
  ▪ Maintaining paper and electronic student information files
  ▪ Creation, publication, and distribution of class and exam schedules
  ▪ Transcript services
  ▪ Front counter and telephone coverage

Essential Duties and Responsibilities:
• Supervises and evaluates Registrar’s Office technical staff and student assistants
• Coordinates and evaluates procedures for accomplishing the work of the Registrar’s Office
• Provides training for technical staff and student assistants; coordinates the professional development of technical staff
• Communicates Registrar’s Office procedures and policies to students, faculty, and others; evaluates effectiveness of communication
• Creates reports, lists and labels from electronic files
• Participates in development of Registrar’s Office policies and practices; maintains Registrar’s Office procedures manual
• Serves on appropriate committees and attends meetings
• Assists students, faculty, staff, parents and others with questions or the need for Registrar’s Office services

Secondary Responsibilities:
• Coordinates production of the Commencement Program
• Designs and updates forms, as needed, in order to gather and maintain necessary records and information

Positions Supervised:
• Records Specialist (1)
• Course and Registration Specialist (1)
• Graduate Records and Registration Specialist (1)
• Student Assistants (12)

Position’s Major Contacts:
• Registrar’s Office staff
• Academic Affairs staff

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- Student Accounts staff
- Financial Aid staff
- Printing and Mailing
- Purchasing
- Shipping and Receiving
- Faculty
- SIS Office
- Study Abroad Office
- Students
- Parents
- Office of Admission

**Demonstrates Excellence in this Position:**
- Demonstrates a thorough understanding of and adherence to College policies and guidelines, in general, and specifically as they relate to academic records and graduation requirements
- Possesses a thorough knowledge and understanding of the Registrar’s Office schedule of activities throughout the year and the timeline in which these activities and communication with others must take place
- Displays strong interpersonal skills and the ability to train and motivate others
- Handles sensitive situations with courtesy, tact and diplomacy while maintaining confidentiality and remaining within College policies and guidelines
- Sees things from other people’s perspectives and communicates accordingly
- Is able to focus on complex tasks and maintains accuracy and detail amidst interruptions

**Education and Work Experience Required:**
- Bachelor’s degree
- Prior supervisory experience is required, preferably in a busy, service-oriented department
- Background in higher education administration is helpful
- Experience interacting with a broad range of people (e.g. faculty, students, parents, administration), especially in areas requiring a high degree of confidentiality and accuracy

**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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**Licenses, 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 Office Coordinator, occasionally the employee is 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:
- Availability for busy times, requiring some weekend and holiday hours
- Familiarity with situations requiring a high level of effective oral and written communication skills and analytical/problem solving skills

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.