



Mott Community College Job Description

Title: Staff Assistant I – Registration
Department: Registration
Reports To: Registrar
Date Prepared/Revised: July 15, 2010

Purpose, Scope & Dimension of Job:

This position has the primary responsibility for assisting students with the registration process. This duty includes walk-in registration, assisted web registration, and faxed or mailed registration for adds, drops, withdrawals, offsets and all other registration activity. This position will require the employee to be knowledgeable of registration processes, to include, but not limited to web registration, resetting passwords, class overloads, prerequisites waivers, credit restrictions, and registration error codes. This position will also be responsible for imaging all registration related documents. This duty will include scanning and linking registration documents to the appropriate student record. This position is also responsible for general office duties which may include answering phones, record keeping, data collection, and correspondence with students, faculty and staff.

Supervisory Responsibility:

None

Essential Duties/Major Accountabilities:

A. Assisted Registration

1. Assist students at computer kiosk with web registration. This includes assisting students with navigating WebAdvisor to successfully search for classes, register for classes, withdrawal from classes, add and drop additional classes, reset passwords, etc.
2. Process walk-in registration for students unable to register via WebAdvisor.
3. Process faxed or mailed registration worksheets.

B. Customer Service

1. Serves as initial point of contact for student, staff, faculty and the public seeking information and services regarding registration. This person must be courteous and professional in accurately defining the needs expressed; based on this analysis s/he must determine the appropriate course of action, including answering the question, referring them to another office, or research and communicate the appropriate course of action.
2. Create a positive impression and image of the college and the registration department.
3. Ability to deal with students, staff, faculty and the public with tact and courtesy.
4. Ability to communicate effectively verbally and through written correspondence.

C. Registration Verification

1. Research registration and billing problems and take corrective action as needed.
2. Verify auto-drop list for accuracy and make necessary adjustments.
3. Process tuition offsets/adjustments and verify registration billing is accurate.



Mott Community College Job Description

4. Research basic questions and requests from students, staff, and faculty regarding class overloads, prerequisite waivers, dates of student registration, etc.

D. Document Imaging

1. Responsible for imaging all registration related forms, including but not limited to, incoming registration worksheets, registration statements, data change form, prerequisite forms, section overload approvals, etc.
2. Accountable for linking imaged document to student records with accuracy and precision.
3. Responsible for communication, training, and troubleshooting imaging system while working collaboratively with ITS on any updates or issues with Datatel patches and migrations.

E. Other

1. Intake and process the following forms:
 - a. Registration worksheets
 - b. Overload form
 - c. Prerequisite waiver form
 - d. Data change form
 - e. Transcript request form
2. Responsible for responding to MCCAnswer questions promptly and accurately.
3. Responsible for re-billing students for class cancellations and verify student accounts are accurate.
4. Responsible for testing Datatel patches/migrations and reporting its impact on registration processes.
5. Assist students printing class schedules, unofficial transcripts, enrollment certifications, transcript request, etc.
6. Organize and store registration worksheets and registrations statements by date and session.
7. Order office supplies, forms and materials for the office.
8. Sort and distribute mail. Place returned mail holds on student records and input necessary correction.
9. Assist in the testing of semester registration set-up.
10. Understand the Q-Nomy system and provide statistical reports.
11. Perform such tasks to include, but not limited to, maintaining and updating the Registration calendar, prepare requisitions for supplies and travel reimbursements, process payroll, running COGNOS 8 reports and maintaining a filing system.
12. Carry out other duties and responsibilities as assigned by Registrar.

Accountability Standards for the Registration Department Staff

As part of the Registration team, each staff member is responsible for contributing to the success of the Registration Office. This includes; participating in team activities and assignments, assisting members of the Registration team and perform duties in the absence of others.

1. Ensure that assigned projects and activities adhere to accepted professional standards.
2. Coordinate work efforts with other staff members, supervisors, and managers.
3. Perform or assist in the performance of any task required of any member of the Registration Office when necessary due to workload, absences, deadlines, etc. Assist other members of the Registration Office when needed or observed.
4. Communicate effectively with the Registration team, supervisors, and managers.



Mott Community College Job Description

5. Generate support for the Registration Office by providing high quality customer service. Promptly resolve questions and problems raised by students, staff, and/or faculty.
6. Identify the need for changes in policies and procedures and take initiative to provide solutions or make recommendation for change.
7. Act as a symbol of the college by providing quality customer service, being knowledgeable of policies and procedures, understanding the colleges mission, and contributing to the success of the Registration team.

Minimum Required Knowledge, Skills, and Abilities:

1. Associate Degree.
2. Ability to deal with faculty, staff, students and the public with tact and courtesy.
3. Excellent verbal and written communication.
4. Ability to work with accuracy, timeliness, and diligence.
5. Basic knowledge and experience using MS Word, PowerPoint, Excel and Access.
6. Ability to work independently or as part of a team.
7. Must be dependable and reliable.
8. Ability to follow through with institutional policies and procedures.
9. Ability to work under pressure.
10. Ability to maintain confidentiality.

Additional Preferred Qualifications:

1. Bachelor Degree
2. Two (2) years experience in student/customer service and two (2) years clerical work experience in an office setting, which may be concurrent.
3. Knowledgeable of Datatel Student Records Database.
4. Knowledgeable of imaging software.
5. Intermediate knowledge and experience using MS Word, PowerPoint, Excel and Access.
6. Knowledge of the Family Education Rights and Privacy Act.

Physical Requirements:

1. Must be mobile 40% of the time and remain in a stationary position 60% of the time.
2. Frequently operates a computer and other office productivity machinery.
3. Occasionally carries light loads (approx. 30 lbs. or less).
4. The person in this position constantly communicates with others on the full range of topics covered in this job description. Must be able to exchange accurate information in these situations.

Hours/Schedule:

Full-time, 40 hours per week/52 weeks per year. In order to meet operational needs, position requires the ability to work a schedule that includes occasional evening and weekend hours.



Mott Community College Job Description

Signatures:

Registrar

Date

Vice President – Student & Administrative Services

Date

Employee

Date

Employee

Date

This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.

This section to be completed by a Human Resources representative

Employee Group & Grade: Administrative Support / Grade A

Affirmative Action Group: 52

Job Description Status: OFFICIAL

Reviewed by Human Resources: _____
Initials

Date