WESTMONT COLLEGE
Student Records Office

Records Assistant

Position Summary: Staff the public access area of the Student Records Office providing customer service to students and others requiring information and assistance. Provide general clerical assistance to the Student Records Office.

Qualifications: Minimum of high school graduate or equivalent; some college experience desirable. Requires accurate keyboarding and intermediate computer skills utilizing Microsoft Word and Excel.

- Must be willing and able to learn to effectively utilize the Records Office computer system and initiate new ways to use a PC and interactive database effectively.
- Must be able to learn, ably articulate and interpret college academic policy to students, faculty, parents and visitors.
- Requires developed interpersonal and critical thinking skills.
- Other requirements include:
  o demonstrated excellence in customer service;
  o ability to effectively multi-task in an environment of detail, interruptions, and high volume;
  o ability to communicate effectively with faculty, students, staff and visitors;
  o represent the College to students and the public;
  o ability to exercise discretion and make sound independent judgments;
  o efficiently organize work, be attentive to detail and perform all duties with a high degree of confidentiality.

Responsibilities:
- Staff the public access Records counter assisting students with questions about registration, schedule changes, advisor and address changes, transfer credit evaluation, and the screening of petitions and other forms. As the face of the Student Records Office, the Records Assistant serves as the point-person regarding information about procedures and policies.
- Maintain the integrity of the student database by accurately entering and updating data.
- Complete enrollment, degree and grade point average verification forms.
- Collection and distribution of office mail
- Process all requests for outgoing transcripts
- Record incoming transcripts in Colleague
- Verification of student enrollment for degrees awarded, insurance, scholarships, etc.
- Provide support in assembling, processing and mailing materials, e.g., Applications for Degree and Diplomas.
- Maintain forms and supplies inventory
- Invoice processing and payment using VendorLink
- Register students and process add/drop forms and P/NC grading forms
- Cal Grant GPA verification
Responsibilities (continued):

- Provide general secretarial and office support to include: composing and typing letters, filing, preparing mailings, answering telephones, ordering office supplies, forms management, etc.

- Interview, hire and oversee the work of a part-time student worker.
- Serve as a resource to the Registrar in developing and implementing new office and computer procedures.
- Provide back-up support to other Records Office staff members as needed.
- Work effectively with others by:
  - sharing ideas in a constructive and positive manner;
  - listening to and objectively considering ideas and suggestions from others;
  - keeping commitments;
  - keeping others informed of work progress, timetables and issues;
  - addressing problems and issues constructively to find mutually acceptable and practical business solutions; and
  - respecting the diversity of our work force in actions, words and deeds.
- Other duties as assigned.