WESTMONT COLLEGE

Records Assistant
Student Records Office

Position Summary: Staff the public access area providing customer service to students and others requiring information and assistance and provide general support to the Records Office.

Qualifications: Requirements include: HS grad./equivalent, some college desirable; intermediate computer skills with MS Office; ability to learn to use Records software and initiate new ways to use a PC and interactive database effectively; ability to learn, ably articulate and interpret academic policy to others; developed interpersonal and critical thinking skills. Other requirements include: demonstrated excellence in customer service; ability to effectively multi-task in an environment of detail, interruptions, and volume; ability to communicate effectively with faculty, students, staff and visitors and represent the College to students and the public; efficiently organize work, be attentive to detail and perform work with a high degree of confidentiality.

Responsibilities:
- Staff the public access counter assisting 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, serves as the point-person regarding information about procedures and policies.
- Maintain the integrity of the student database by accurately entering data.
- Complete enrollment, degree and grade point average verification forms including Cal Grant verifications.
- Process all requests for outgoing transcripts and record incoming transcripts in Colleague. Process address changes and change of advisor forms.
- Verify student enrollment for degrees awarded, insurance, scholarships, etc.
- Process invoices using VendorLink.
- Register students for on and off-campus programs and process add/drop forms and P/NC grading forms.
- Provide general support to include: composing letters, filing, answering telephones, forms management, distributing mail, sending mailings, and supplies inventory.
- Receive and triage e-mail sent to registrar@westmont.edu.
- Interview, hire and oversee the work of a part-time student employee.
- Assist the Asst. Registrar in the assessment of Advisor effectiveness during promotion and tenure review decisions.
- 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 needed.

Reports to: Registrar

4/13