

WESTMONT COLLEGE

Student Records Coordinator **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 including the initial evaluation and processing of many Records Office functions.

Qualifications: Requirements include: Requires a Bachelor's degree and 2-3 years of experience in a college environment; 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, articulate and interpret academic policy to others; developed analytical, 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; ability to problem solve and troubleshoot in new situations; efficiently organize work, be attentive to detail and perform work with a high degree of confidentiality; personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations.

Responsibilities:

- Staff the public access counter by completing the initial screening on 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 policies and procedures, and refers students to other members of the Student Records office based on demonstrated need.
- Process all forms including major and minor declarations, advisor changes, address changes, add/drop forms and P/NC grading forms.
- Primary liaison for student billing with the Business Office, running monthly report for late add fees and late course fees.
- Primary editor for the Records and Academic Advising web site maintenance.
- Assist in the data entry and posting of transfer coursework, AP and IB test scores as needed.
- Maintain the integrity of the student database by accurately and promptly entering data.
- Complete enrollment, degree and grade point average verification forms.
- Process all requests for outgoing transcripts and manage the transcript account.
- Record incoming transcripts in Colleague.
- Send email communications to all students and faculty based on yearly email communication flow.
- Verify student enrollment for degrees awarded, insurance, scholarships, etc.
- Process invoices using VendorLink.
- 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 (as needed).

- Assist the Coordinator of Academic Support Services in the Academic Advising program as needed.
- Serve as a resource to the Registrar in developing and implementing new office and computer procedures.
- Create and manage the matriculated students electronic file folders
- Provide back-up support to other Records Office staff members as requested.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, customers and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds. Westmont expects employees to avail themselves wherever necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration.
- Other duties as needed.

Reports to: Registrar

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