Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Student Services Assistant

Department: Office of the Registrar Reports to title: Registrar

Full Time: X Part Time: ________ Date Prepared: April 20, 2018

Job Group & Level: AO3 Regular Daily Work Schedule: 8:30am to 5pm

Pay Type: Weekly X Monthly _____ Months Per Year: _____ Hours Per Week: 40

(Summer Months) Monthly _____ Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Student Services Assistant is the first point of contact for all interactions with the Registrar’s Office. Under the supervision of the Registrar, the Student Services Assistant is responsible for the collection, review, processing, and tracking of all transcript requests and enrollment verifications. In addition, the Student Services Assistant manages the critical degree audit process, collaborating with academic department coordinators across campus.

Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

35% Greet and provide excellent service to students, staff, and faculty entering the Registrar’s Office. Collaborate with college staff on policy and procedure implementation. Share responsibility for answering incoming phone calls. Resolve registration issues, or any other inquiry requiring registrarial support. Manage the Registrar’s Office general inbox.

25% Process transcript and enrollment verification requests, resolve student registration issues. Collaborate with other Registrar’s Office staff to process forms and provide information to staff around the college.

25% Evaluate and update procedures documentation, cross-train with other areas of the Registrar’s Office...
functions and assist when needed, collaborate on implementing updated processes working towards paperless operations. Manage office supplies budget and ordering.

10% Assist the Registrar’s Office team with special projects, various reports, and all major functions and activities of the office.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Effective communication skills are critical for this role. This individual will establish and maintain effective working relationships with a diverse community of staff, faculty and students. The Student Services Assistant must have the ability to uphold Amherst College policy in a professional, collegiate, and calm manner. Frequent internal and external communication and interaction with students, faculty, administrators, alumni, external researchers or employers, and other institutions of higher education for the purpose of exchanging information, advising and responding to inquiries.

4. Education: (include certifications and licenses)

Required:

Associate’s Degree

Preferred:

Bachelor’s Degree strongly preferred

5. Experience: (List specific skills necessary to perform this job)

Required:

- 2-4 years of related experience
- Proficiency in all Microsoft Office applications (Word, Access, Power Point, Outlook), Google Apps, and ability to learn new software programs.
- Excellent time management and organizational skills with the ability to prioritize and follow through on tasks in a fast paced, deadline oriented and changing environment
- Exceptional attention to details
- Strong written and verbal communication, interpersonal, problem solving and customer service skills
- Experience with and enthusiasm for working with diverse populations
- Able to take initiative, work independently and collaboratively as a team
- Able to handle complex and confidential information with discretion

Preferred:

- Experience with Colleague, Perceptive Content, and Drupal.
- 3-4 years related experience in a higher education setting.
6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Visual – normal concentration. Repetitive motions including fingers, wrists and hands. Lift, carry, push and pull 15 pounds (mailing materials, office supplies, etc.)

7. **Decision Making:**

Develops own objectives and works within overall policies and directions. Work is moderately complex and involves frequent changes in priorities and constant interruptions. Understands the application of technology in delivering student services and information in an efficient and secure manner. Maintains confidentiality of sensitive information (e.g., FERPA).

Student Services Assistant must have the ability to prioritize, multi-task, and adhere to deadlines. This individual problem solves and independently makes decisions related to course registration, Five College interchange collaboration, student record privacy standards, etc.

8. **Supervision Exercised/Received:**

Works independently with minimal supervision while collaborating in a team environment.

Supervisory Responsibility: Yes ________ No X______

Number of Employees Supervised: ______0