

DEPARTMENT: NIAGARA COUNTY COMMUNITY COLLEGE
CLASSIFICATION: COMPETITIVE
APPROVED: OCTOBER 24, 2016

REGISTRATION AND RECORDS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position assists in the student registration process and in the preparation and maintenance of detailed student academic records in the Office of Registration and Records at Niagara County Community College. The incumbent is responsible for supporting all registration activities; compiling, establishing, maintaining and securing college academic records and documents in accordance with records retention guidelines; and for providing general clerical and technical support. The incumbent will also be responsible for maintaining the accuracy and integrity of the student information system, leading efforts to implement new technologies across campus related to registration and records and for providing technical support for the student enrollment process. The incumbent will be assigned to complex technical projects which may have major campus wide impact and will require the application of computer technology to solve problems and advance the policies of the College. General direction is received from the Registrar and the incumbent is permitted wide leeway in the use of independent judgment in the performance of both administrative and clerical functions. The incumbent provides direct supervision to student workers and is the person accountable in the Registrar's absence. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists with all registration activities each semester, including the review of enrollment, available coursework, projected seats, forecasting of data pertaining to registration, working with divisions to adjust seat availability, and support for the online registration process;
2. Provides back up supervision for student workers and aids with training;
3. Manages and maintains student module within student information system as it relates to registration and records, troubleshooting problems and serving as liaison with the Office of Information Technology to resolve issues;
4. Monitors the integrity of student data in the student information system, including but not limited to, identification of and resolution of duplicate id's in system;
5. Troubleshoots and resolves all inquiries from students, faculty, administrators and staff related to registration and records;
6. Posts corrections to student records as appropriate;
7. Produces formal documentation of business practices and maintains departmental policy/procedure manual;
8. Provides support to Academic Affairs in troubleshooting the online degree evaluation system, responds to questions on how to read and interpret a degree evaluation, and provides training as requested;
9. Assists the Registrar with graduation certifications by maintaining and reviewing degree evaluations, recommending substitutions/waivers, working with faculty to verify eligibility for graduation;
10. Prepares final diplomas and certificates for all graduates;
11. Ensures institutional FERPA compliance, works with campus data breaches, and coordinates annual campus training;
12. Maintains and issues student academic records, determines proper retention and disposition of records in accordance with New York State Archives, and advises on proper records retention methods;
13. Analyzes registration and records data for enrollment trends, makes recommendations to improve overall process, and influences policy as appropriate;
14. Reviews, tests and collaborates with other administrative offices in the implementation of technology-based student system upgrades, patches, and new enhancements;
15. Reviews and updates registration and records website regularly;
16. Participates in the development, implementation and communication of changes to policies, procedures and systems, in addition to formulating recommendations to improve effectiveness and efficiency;
17. Performs tasks related to ad-hoc reporting, batch processing, and researches information upon request;
18. Supervises and trains staff as needed.

REGISTRATION AND RECORDS ASSISTANT CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the procedures and practices utilized in the compilation and maintenance of computerized college academic records and student information systems; thorough knowledge of the procedures and practices involved in the student registration process; Thorough knowledge of modern methods, principles, techniques and concepts utilized in computer information systems and analysis; thorough knowledge of information technology principles, techniques and concepts; thorough knowledge of modern techniques, up-to-date methods, and procedures as utilized for implementation of information technology systems; thorough knowledge of federal regulations governing student records; working knowledge of how an enterprise reporting program works in an organization; good knowledge of community college course offerings and curriculum requirements; technical writing skills; problem solving skills; skill in operating personal computing devices; ability to coordinate work with others including academic professionals; ability to research college records and analyze such data; ability to deal with students in an efficient, courteous and tactful manner; ability to utilize common office software programs including word processing, spreadsheet, databases, calendar, and email at an acceptable rate of speed and accuracy; ability to maintain confidentiality of records and information; ability to plan, organize and manage; ability to perform administrative tasks independently including the composition of reports, letters and memoranda; ability to compile, analyze, and summarize data and background information in both narrative and numerical form; ability to design and maintain filing systems for the storage of records and reports; ability to communicate effectively both orally and in writing; ability to analyze data and draw valid conclusions; ability to review and evaluate program procedures, methods, forms, etc.; ability to present technical information to a non-technical audience; ability to report on data to influence changes in policies and procedures; general information technology troubleshooting skills; ability to work in a team environment as well as independently; ability to understand and interpret complex oral and written directions; ability to apply knowledge of information technology systems to solve problems and implement new functionality; ability to establish and maintain effective working relationships with others; good organization; accuracy; initiative; tact; courtesy; sound judgment; integrity; neat professional appearance; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in a business-related field, education, public administration or computer information systems and one (1) year of satisfactory full-time or part-time equivalent paid experience in one of the aforementioned fields that must have involved responsibility for coordinating records management activities in accordance with established guidelines and also responsibility for utilizing a computerized information management system; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in a business-related field, education, public administration or computer information systems and three (3) years of satisfactory full-time or part-time equivalent paid experience in one of the aforementioned fields that must have involved responsibility for coordinating records management activities in accordance with established guidelines and also responsibility for utilizing a computerized information management system;