



JOB DESCRIPTION

JOB TITLE: Registrar Clerk

REPORTS TO: Registrar

STATUS: Full time, non-exempt

LENGTH OF EMPLOYMENT: 12 month continuing position

JOB OVERVIEW: The Registrar Clerk provides front-line customer service and administrative support for the Office of the Registrar. This position is responsible for maintaining the accuracy and integrity of student academic records; processing registration, enrollment, grading, graduation, and transcript-related transactions; and assisting students, faculty, staff, and the public while ensuring compliance with institutional policies and federal regulations, including the Family Educational Rights and Privacy Act (FERPA). The work is primarily performed in an office environment with frequent interaction with students, faculty, staff, and the public. The position requires the ability to manage multiple priorities while maintaining a high level of accuracy and professionalism.

DUTIES AND RESPONSIBILITIES:

- Provide exceptional customer service in person, by telephone, and through email.
- Assist students, faculty, staff, and the public with questions regarding registration, enrollment, academic records, graduation, transcripts, and college policies.
- Process student records accurately and efficiently within the College's student information system (Banner).
- Review and process admissions, enrollment, registration, grade, graduation, transcript, and other academic record documents.
- Maintain the confidentiality and security of student records in accordance with FERPA and institutional policies.
- Verify the accuracy and completeness of documents prior to processing.
- Maintain electronic and physical student records.
- Research and resolve student record discrepancies and refer complex issues to the Registrar when appropriate.
- Generate reports and assist with data verification as requested.
- Assist with registration, commencement, end-of-term processing, and other major office initiatives.
- Cross-train in multiple Registrar Office functions to ensure continuity of operations.
- Remain knowledgeable of Oklahoma State Regents for Higher Education policies, Connors State College policies, and applicable federal regulations.
- Recommend improvements to office procedures and workflows that enhance efficiency and customer service.
- Work collaboratively with faculty, staff, and other campus departments.
- Travel between campuses as needed.

- Perform other duties as assigned.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of higher education records management principles and practices.
- Knowledge of FERPA and student privacy requirements.
- Knowledge of Oklahoma State Regents for Higher Education policies and institutional policies preferred.
- Proficiency with Microsoft Office 365.
- Experience using Banner or a comparable student information system preferred.
- Strong organizational skills with exceptional attention to detail and accuracy.
- Ability to prioritize multiple assignments while meeting deadlines.
- Excellent written, verbal, and interpersonal communication skills.
- Strong customer service skills and the ability to work effectively with diverse populations.
- Ability to exercise sound judgment while maintaining confidentiality.
- Ability to adapt to changing priorities in a fast-paced environment.
- Ability to work independently and as part of a collaborative team.
- Demonstrated commitment to professionalism, integrity, and ethical conduct.

EDUCATION/EXPERIENCE REQUIRED:

- Associate degree or equivalent combination of education and relevant experience. Bachelor's degree or equivalent preferred.
- Two years of clerical, administrative, records management, or customer service experience. Experience in higher education preferred.
- Experience working in a fast-paced office environment.

SPECIAL REQUIREMENTS:

- Prolonged periods of sitting and computer work.
- Ability to occasionally lift up to 25 pounds.
- Ability to travel between Connors State College campuses.
- Occasional evening and weekend work during registration, commencement, and other peak operational periods.

Connors State College is an Affirmative Action/Equal Opportunity/E-Verify Employer.

SIGNED: _____ DATE: _____