Position: Customer Service, Catalog, and Transcript Coordinator
40 hours/12 months

Reports to: Registrar

General position description: The position provides customer service support for the Academic Records Department, as well as serves as the catalog and transcript coordinator. The successful applicant must have an excellent memory, be extremely organized, and be able to manage numerous projects simultaneously under pressure and time constraints. Must be able to deal effectively with people, in a team environment that promotes quality and service, have a high regard for detail and handle extremely confidential or sensitive matters in a professional manner.

Key Responsibilities:

Customer Service
• Answering phone calls, faxes, emails, mail, distribute as needed, as well as assisting visitors (parents, prospective and current students, federal investigators, staff, faculty, etc.)
• Maintain accurate current student database information
• Coordinate and work with students and alumni on academic records
• Provide internal departments and outside agencies with reports and support

Catalog Coordinator
• Obtain, track and coordinate catalog changes and updates for all approved curricular changes; faculty, Board of Trustees, and administrative staff changes; verify appropriate links; ensure accuracy and timely preparation for publishing (federal and state compliance)

Transcripts
• Process and distribute transcripts and individual grade reports as needed – including those for scholarships and visiting students
• Handle transcript funds and banking procedures
• Maintain database and notify students of arrival of transcripts from elsewhere
• Process apostille requests
• Once new students arrive, if HS transcripts or any other data are still missing – work to obtain

Order and maintain office supplies/reconcile statements
Other projects and duties as assigned by the Registrar

Qualifications:
• Associate’s degree required, Bachelor’s preferred
• Experience in higher education preferred
• Working knowledge of EXCEL, WORD
• Research and statistical knowledge preferred
• Excellent communication, organizational and time-management skills
• Knowledge of general office procedures
• Physical requirements within the range of an office environment
• Needs to be able to climb stairs.

To apply please submit a cover letter, resume, three references, and a statement of Christian commitment to:
Human Resources Department
Houghton College
Houghton, NY 14744
jobs@houghton.edu