

Job Opening

Position: Registrar's Office Coordinator
35 hours/12 months

Reports to: Registrar

General position description: The position provides customer service support for the Registrar's Office, 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 confidential or sensitive matters in a professional manner.

Key Responsibilities:

Customer Service

- Answering phone calls, emails, mail, faxes, distribute as needed, as well as assisting visitors (parents, prospective and current students, federal investigators, staff, faculty, other institutions, etc.)
- Maintain accurate current student database information (register students, academic record adjustment procedures, coordinate withdrawal process, etc.)
- Manage multiple online technical processes/platforms
- Maintain Registrar's Office website
- Coordinate and work with students and alumni on academic records
- Provide internal departments and outside agencies with reports and support
- Obtain, track, and coordinate approved curricular changes in order to update the Registrar's Office website and internal documents
- Process academic declarations and changes (i.e., degrees, majors, minors, etc.) and advisor changes
- Help process independent studies, honors projects, tutorials, and audits
- Complete degree verifications through the National Student Clearinghouse

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 and degree verifications
- Assist with dual-enrollment processes
- Assist with Academic Plan and online degree audit sheets
- Hire, train, and supervise student workers
- 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
- Ability to work in a complex data system
- Research and statistical knowledge preferred
- Excellent communication, organizational, time-management, and prioritization skills
- Ability to de-escalate situations
- Ability to multitask
- Knowledge of general office procedures
- Physical requirements within the range of an office environment
- Must be able to climb stairs.

**Houghton College is fully committed to a culturally diverse faculty, staff and student body.
Successful candidates will evidence similar commitments.**

Application Procedure:

To apply please submit the following materials via email to: jobs@houghton.edu.

- (1) Cover Letter
- (2) Resume
- (3) 3 References
- (4) Answers to the following questions:

Please review Houghton College's Community Covenant and Doctrinal Statement available here:

<https://www.houghton.edu/a-vision-of-our-common-life/>

<https://www.houghton.edu/doctrinal-statement/>

1. Please provide a brief description of your journey to Christian faith. In what ways are you currently participating in a local church or fellowship?
2. Review the College's Vision for a Common Life statement. Based on your reading, what resonates deeply with you?
3. Based on your reading of the Vision for a Common Life, what would most challenge you about our learning community?
4. If you have significant concern with one of Houghton's beliefs or practices, how would you work with the concern to preserve both the community's integrity and your own?