

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0104 - Office Specialist 2	b. Competency Level:
c. Effective Date 11/12/2013	d. Position No: H99912
e. Working Title: Office Specialist 2	f. Work Unit: Registrar's Office
g. Agency No.: 58018	h. Agency Name: Oregon Institute of Technology
i. Employee:	Supervisor: Sonja Holcomb
j. Work Location: Registrar's Office	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Non-Exempt	Eligible for Overtime: Yes

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

This position exists within the Registrar's Office of Oregon Institute of Technology. This office manages student registration, student record keeping, commencement, degree audits, transfer credit evaluation, athletic eligibility, Residency, class scheduling, college catalog, and Institutional Research functions. The office includes the Registrar, Assistant Registrar, one Program Representative, three Administrative Program Specialists, three Office Specialist 2 positions, temporary clerical workers and student workers. The office serves a student body of approximately 4,000 students and 247 faculty members and operates with a \$626,000 budget.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

The purpose of this office specialist position is to provide direct customer service support to students regarding registration, student records, and academic policies and procedures. This position also provides technical and administrative support to the work unit by managing the prerequisite override process, Registrar's website, grading process, data quality, athletic eligibility, and other duties as assigned.

SECTION 3. DUTIES

a. Major Duties

Student Services (40%)

Provides direct services to students regarding registration, student records, and academic policies and procedures. Registers students, processes class add/drops, issues transcripts, and phone inquiries.

Serve as the primary point of contact for prospective and current students by phone, email and in person. Greet, assist, and explain laws, rules, regulations and policies as it relates to the Registrar's Office with courtesy, professionalism and service to students as a core value.

Exercise sound judgment in all interactions and decisions; advise students, faculty and others on policy and process.

Research and reconcile historical student account data.

Assist students, faculty and others with various online processes; teach constituents how to use the self-service options available to handle their enrollment needs.

Utilize Banner, and other Oregon Tech systems to provide information and problem solve individual student needs.

Answer incoming phone calls, return/forward calls as needed, read, respond and forward email as appropriate.

Assist the University Registrar with Academic Progress and Petitions Committee by scheduling student appointments with the committee and preparing students' files for each meeting.

Prerequisite Override (25%)

Manage the prerequisite override process by following up on any outstanding overrides that require original documentation to be submitted.

Issue registration overrides and holds when necessary and process Math 97 and Math 101 placement registration. After the grading process is complete, the override report will be run and students are removed from the courses they did not meet the prerequisites for.

Data Quality (20%)

Coordinates administrative offices efforts to maintain institutional SIS Banner integrity. Partners with Institutional Research in order to ensure student data is accurate and reportable to Oregon University System. Review APIN DQ errors daily, correct accounts as necessary.

Website/Records Management (5%)

Manage and update the Registrar's Office website on an on-going basis. Process and track staff rates. This includes adding and/or removing the staff rate and verifying against the audit report each term. Assist with the processing and distribution of course substitution forms and graduation petitions.

Lead Registrar's Office in archiving academic records based on OUS and state wide archiving rules. Ensures current records are accurate and indexed correctly within the document imaging management system.

Athletic Eligibility (5%)

Manage the athletic eligibility process in the Registrar's Office. Work closely with the Director of the Athletic Department as well as the Faculty and Athletics Representative, coaches and the Registrar to ensure the rules of athletic eligibility are being met. Responsible for the transmission of athletic eligibility documents for NAIA processing. Provide requested documentation to the FAR.

Grade Processing (5%)

Prepares for grade processing by ordering and verifying computerized grade rosters and coordinating arrangements for grade processing with computing services department. Serves as lead worker in receiving grade rosters from instructors verifying required entries, obtaining required supplementary paperwork, and clarifying grading policies with instructors. Produces academic warning, probation, suspension, and honors lists; prepares all files for grade history files for archiving.

Other duties as assigned (5%)

b. Marginal Duties

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

Must adapt quickly to constantly changing and complex policies and procedures. Makes recommendations regarding needs and/or changes to policies and procedures and implements those changes. Greatly influences the perception of Oregon Tech and the Registrar's Office by interactions with prospective and current students, parents, and other college's personnel. Employee must have a high level of initiative, personal motivation and the ability to work under pressure. Strong organizational, interpersonal, and communication skills are required. The ability to work independently and also as a part of a team is essential. The ability to work with diverse populations including prospective and current students, faculty and staff is essential. Excellent writing, speaking and presentation skills necessary. Employee most often independently resolves problems, assesses needs and determines and implements appropriate course of action. Coordinates work Institutional Research and Admissions Office to ensure quality standards. Must work under pressure of continual deadlines with duties being performed on a revolving priority basis. Must work with interruptions from telephone and in-person interviews with students, faculty, and other staff. Must deal frequently with persons who are irate, frustrated and/or confused. Includes extensive contact with prospective students, current students, former students, faculty and administrative offices on campus. Includes extensive use of computers, including specialized knowledge of a complex Student Information System, related software and relational databases.

SECTION 5. GUIDELINES

a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

1. State and Federal laws.
2. Oregon University System and Oregon Tech policies governing discrimination and records.
3. Oregon Tech Transfer standards and requirements.
4. Desk procedures on transfer standards, graduation requirements, course requirements, general degree requirements.
5. Desk procedures and manuals on courses from other colleges and Oregon Tech equivalents.
6. Other campus policies and procedures.
7. Approved curriculum standards.

1, 2, 3, 4 used to protect confidentiality of student records and assure equal access to education through consistent application of standards.

5. Evaluate course work equivalence to Oregon Tech courses to determine transfer credit hours and progress toward degree as well as graduation requirements. Used to keep up-to-date courses content and numbering at other colleges.

b. How are these guidelines used to perform the job?

1, 2, 3, 4 used to protect confidentiality of student records and assure equal access to education through consistent application of standards.

5. Evaluate course work equivalence to Oregon Tech courses to determine transfer credit hours and progress toward degree as well as graduation requirements. Used to keep up-to-date courses content and numbering at other colleges.

6, 7. 8. Constantly changing standards, curriculum requirements, degree guidelines and policies can affect transfer students and degree requirements

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often
Students	Phone, email, in person	Provide customer service related to registration and other relevant topics.	Daily
Faculty and Staff	Phone, email, in person	To perform ROAD presentations, and to help resolve issues related to student registration, student accounts, grading process, and AP&P.	Daily/Weekly

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

Determine application of regulations regarding student records and registration procedures.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

Work receives general supervision by the Assistant Registrar annually and as needed.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position: