Oregon TECH

Classified Employee Position Description

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0108 - Administrative Program Spec	**b. Competency Level:**
c. Effective Date 8/19/2013	**d. Position No:** H99854
e. Working Title: Administrative Program Specialist	**f. Work Unit:** Registrar's Office
g. Agency No.: 58018	**h. Agency Name:** Oregon Institute of Technology
i. Employee:	**Supervisor:** Heather Smith
j. Work Location: Klamath Falls, Oregon	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Exempt	**Eligible for Overtime:** No

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 1, two 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 Administrative Program Specialist is to provide technical and administrative support to the work unit by managing the processing of transfer evaluations, the associated technologies, and faculty/staff training.

Management of ATLAS and transfer articulation; partner with other campus offices to assist with matriculation of students. This position is required to work independently with minimal guidance, and has the authority to make decisions pertaining to the processes outlined above.

SECTION 3. DUTIES

a. Major Duties

Determines Transfer Credit (85%)

Using independent judgment and minimal guidance, examines transcripts for each college student who has attended

another college to determine if official and from an accredited institution. Researches courses to determine transfer-ability and applicability to Oregon Tech general education and technical course requirements. Communicates with students and faculty explaining institutional policy.

Evaluation is based on grades, course descriptions, and detailed knowledge of college policies, majors and degree requirements. Coordinates evaluation and management of technical courses with departmental faculty when needed.

Evaluates military job descriptions to determine credits. Equivalencies for International Students are determined by using an evaluation prepared by a credentialed outside agency. Conducts comparisons of course descriptions of Oregon Tech with those of other colleges to determine course equivalence, currency and accuracy while interpreting rules, policies and procedures.

Works with academic departments to update the database and keep all courses with transfer-ability current and accurate. At the end of each academic year, reviews other Oregon colleges curriculum changes and updates our database as required.

Offers trainings to new students, current students, faculty and staff (at all Oregon Tech locations) regarding Oregon Tech academic and/or transfer policies and procedures.

Working closely with the Office of Academic Agreements ensures that articulation agreements meet the Oregon Tech standards of accepted transfer courses, update the Banner SIS database, proofread individual agreements for accuracy before they are finalized and implements transfer credit evaluations by program.

Customer Service (8%)
Provides direct services to students regarding registration, student records, and academic policies and procedures. Registers students, processes class drops and adds, issues transcripts, and answers phone inquiries.

Residency (4%)
Aids Residency Officer with answering general inquiries, advises students on residency procedures, makes changes in tuition status, and reviews residency affidavit applications. This position will also make residency recommendations to the Residency Officer based on residency applications received and research conducted into the student's particular residency situation. At times, this position will attend the Interinstitutional Residency Committee Meeting when the Residency Officer is unavailable.

Student Worker Manager (3%)
Aids in posting available student working positions with Career Services. Reviews resumes, interviews candidates and makes hiring recommendations to the Registrar and Assistant Registrar. Duties include training, overseeing work of data entry for transfer evaluations, hiring, and terminating of student workers. This positions also keeps track of student workers schedules and time sheets.

b. Marginal Duties

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 when working with prospective and current students, parents, and other college personnel. Employee must have a high level of initiative, personal motivation and the ability to work under pressure. Strong organizational skills required. The ability to work independently and also as part of a team is essential. Strong interpersonal and communication skills and 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 often independently resolves problems, assesses needs and determines and implements appropriate course of action. 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. Involves extensive use of computers,including specialized knowledge of a complex student information system, related software and relational databases.

For Fall Term Registration Events, this position creates and coordinates advising appoints for students that attend this event.

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.

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, and 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 are 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. These are used to keep up-to-date on courses content and numbering at other colleges.

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

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

In many cases, independent judgement is used to interpret the laws, policies and procedures as they apply to this position

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	In person/over the phone/email	Giving and securing information, explaining policies and operations, solving problems, web training.	Daily
General Public	In person/ over the phone	Giving and securing information, explaining policies and operations, solving problems.	Daily
Other Institutions (including OUS)	In person/over the phone/email	Giving and securing information, explaining policies and operations, solving problems, attending meetings.	Weekly

Professional Organizations	In person/ over the phone/email	Giving and securing information, explaining policies and operations, attending professional conferences to keep abreast of current and future trends in Registrar's Offices and in terms of technologies (ORACRAO, AACRAO,Banner)	Monthly
Staff/Faculty	In person/over the phone/email	Giving and securing information, explaining policies and operations, solving problems, web training, campus committees.	Daily
Institutional Management	In person/over the phone/email	Updates management on the status of transfer evaluations and change of business process or policy.	Quarterly

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.

Ensures that faculty are upholding institutional guidelines that are job related. Makes recommendations regarding needs and/or changes to policies and procedures and implements those changes. Most often the employee works independently to resolve problems, assess needs and determines and implements appropriate course of actions.

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 (H99413) and the Registrar (H99460). The review is conducted annually by the Assistant Registrar and as needed to ensure adherence to the policies is complete.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

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