

University of Wisconsin - Parkside

- B. Job Title: Student Status Examiner Associate**
- C. Is this Position Hourly or Salaried? Hourly**
- D. Shift & Hours of Position: 7:45-4:30pm with late hour rotation until 6:00pm on nights when office is open late (current pattern Monday and Thursday during Fall and Spring terms)**
- E. Number of Subordinates (if applicable):**
- F. List of Essential Job Functions, Knowledge, Abilities, and Skills:**
- A. REGISTRAR'S ADMINISTRATIVE ASSISTANT (15%):**
- A1. Maintain and monitor all aspects of the unit budget and reconcile any discrepancies between unit budget records and UW Accounting Control Ledgers**
- A2. Act as central receptionist for unit analysing all questions and solving problems or referring them appropriately. Stamp and distribute all mail.**
- A3. Assume all responsibility for equipment and supplies purchased in the unit which includes research on best alternatives, pricing and recommended vendor through purchas. Use of Procard required.**
- A4. Manage and submit daily deposit information including the credit card machine and keep records of submissions as required. Reconcile deposit information with weekly and monthly reports maintaining a user friendly filing system.**
- A5. Provide professional and quality customer service to all students, faculty and staff who email, call or visit the office. The position is the customer service lead.**
- A6. Interview and hire all student employees in coordination with Human Resources and the Assistant Registrar, monitor submissions for accuracy and adherence to policy.**
- B. TRANSCRIPT REQUEST PROCESSOR (40%):**
- B1. Develop, implement, monitor and revise as needed all policies and procedures involved with transcript processing.**
- B2. Serve as the lead in all transcript processes; responsible for all transcript processing (and testing when needed)**
- B3. Develop and maintain procedure documentation for standard and non-standard processes to be used by others in the office when they need to provide coverage.**
- B4. Accountable to verify funds submitted from Credentials collection of transcript fees reconciles with our records of transcripts processed (minus their fees for service provided)**
- B5. Ensure all transcripts are accurate before sending; field questions from students with concerns; and monitor the transcript print queues etc and report issues to IS Business Automation Senior and Registrar immediately.**
- B6. Address change processing weekly based on change submissions through Credentials.**

C. STUDENT RECORDS PROCESSING (40%):

- C1. Process Enrollment Verifications
- C2. Process Degree Verifications - letters [primary]
- C3. Process Degree Verifications through NSC (Lead but as part of team)
- C4. Update student address and other demographic information as requested.
- C5. Change of Advisor forms
- C6. Provide leadership as part of the ImageNow team related to maintaining filing (through ImageNow), records retention and appropriate workflows.
- C7. Data entry related to graduation applications and processes.
- C8. Provide assistance with graduation related processes as requested.
- C9. Provide assistance with support of the web content for the office.

G. List of Marginal Job Functions:

D. OTHER DUTIES AS ASSIGNED (5%):

- E1. Athletic eligibility first review of documentation for Registrar's/Assistant Registrar's Signature [secondary].
- E2. Review, test and maintain PeopleSoft in related areas as patch bundles, upgrades and new features are reviewed and applied.
- E3. Provide assistance with other areas as needed for service coverage.
- E4. Participate on work teams, project teams within department, division or university as assigned based on professional knowledge.
- E5. Other duties as assigned by supervisors.

H. Responsible for Money, University funds, or accounts which hold financial information?

Yes or No

Yes

I. Ergonomic Requirements:

(i.e.: excessive mobility to make deliveries on campus, climbing ladders, extensive computer use)

Ergonomics Requirements:

Extensive keyboarding and use of a PC terminal

Frequent usage of various office machines such as a copier, scanner and scanning station for ImageNow, microfilm machine, various stamps and seals etc.

Bending for filing

Frequent use of phone

Light to medium lifting

Frequent movement up and down and in and out of chair, and walking both within and outside of office

J. Qualifications:

Required:

Computer Skills:

Proficient in use of a PC

Proficient in basic usage of Word and Excel

Proficient in use of student information system, preferably PeopleSoft/Oracle

Office Skills:

Provide quality customer service

Strong verbal and written communication skills

Strong problem solving and trouble shooting skills

Ability to handle complex questions from students, staff, faculty and general public

Ability to answer phones, take messages, place and transfer calls to appropriate areas.

Ability to communicate effectively using the English Language

Ability to learn and perform all essential job functions accurately, safely and in a timely manner with minimal direction from supervisor after training

Visual ability to verify data and other sources of information, proof reading skills

Ability to operate a PC workstation and various other office machines as needed

Ability to work under pressure of deadlines and multiple service demands

Experience in working/interacting with a diverse, multicultural population

Preferences:

Proficient in use of student information system, preferably PeopleSoft/Oracle

K. Equipment to be used on the job:

(By each piece of equipment, put an "F" for frequent use, an "O" for occasional use, or an "R" for rare use.)

1. Tools: (power or manual tools)

Stamps and Seals - O

2. Large Machinery: (includes vehicles)

N/A

3. Electrical Equipment: (i.e.: floor buffer, includes office equipment)

PC Stations - F

Copier/Scanner/Fax - F

PC/ImageNow scanning station - F

Credit Card Machine - O

Typewriter - R

4. Chemicals: (includes cleaning supplies, lab chemicals, hazardous waste)

N/A

L. Additional Information:

M. Organizational Chart - must be attached