

Office Manager & Active Military Specialist

POSITION SUMMARY: The Office Manager and Active Military Specialist's primary responsibility is to greet constituents over the phone or in person in a professional manner. Additionally, this position will manage enrollment verifications and all transcript requests, provide assistance with any transcript inquiry, manage student workers and assist with all active military enrollment reporting.

ESSENTIAL FUNCTIONS:

1. Answer phone calls from faculty, staff, students and parents as they come through the front desk phone lines. All phone calls must be conducted to FERPA standards. This will require this position to develop a broad understanding of MC procedures and departments so that phone calls can be appropriately transferred.
2. Assist patrons as they come to the front desk with questions and forms, ensuring all forms are filled out correctly. Again, this position will be required to develop a broad understanding of MC procedures and departments so that questions and forms can be directly appropriately.
3. Monitor and troubleshoot all Student Services processes working with the Student Services team and/or Registrar as needed. This includes managing the maintenance of workflows and other forms that will be used campus-wide in order to appropriately adjust students' academic records
4. Process the following:
 - a. Enrollment Verification forms,
 - b. Loan Deferments forms to National Student Clearinghouse,
 - c. Ensure all request are imaged in the document imaging system
5. Transcript Processing:
 - a. Answer questions concerning transcript and transcript requests, including those received through the front desk, email, phone calls, and fax. Help students through the request system as needed. Also help the registrar maintain transcript-oriented "Help Guides" for students by monitoring common problems or struggles that need to be addressed.
 - b. Process Transcript request via the Parchment Transcript Service.
 - c. Become familiar with and use as needed the hard card files, microfiche records, and all other historical records within the registrar's office in order to process pre-Banner and Partial Banner Request. It will be the responsibility of this position to exhaust all resources to process each request and inform the Registrar if a request cannot be completed.
6. Active Military Resources, Back-Up School Certifying Official

- a. Will assist with reporting needed data for students who are active military members and will use needed informational systems in order to input this data accurately.
 - b. Will serve as the back-up School Certifying Official, learning all processes and systems as needed in order to assist the VA certifying official.
7. OTHER RESPONSIBILITIES:
- a. Participate in orientation/registration and graduation activities as needed
 - b. Attend and contribute to staff meetings as appropriate,
 - c. Manage all communications that come to general office email, "registrar@mc.edu"
 - d. Ordering office supplies and managing office requisitions as needed
 - e. Hire and manage student workers who will assist with scanning and front desk duties.
 - f. Assist the Registrar with special projects as needed.

DESIRED QUALIFICATIONS (and please list any physical qualifications of the job too):

Desired Qualifications:

- Associate's Degree or higher; bachelor's degree strongly preferred.
- Prior experience as a receptionist or related field; Experience in Higher Education preferred.
- Excellent written and verbal communication skills along with professional dress and manner.
- Excellent computer skills with competency in Microsoft Office including Word and Excel, and the Google Suite; preferred experience with Banner or similar Student Information System
- Ability to work as part of a team and lead student workers.
- Attention to detail and the ability to work with diverse populations.

Reports to: Registrar