

Position Title: Registrar Office Reception & Administrative Assistant

Department: Office of the Registrar

Reports to: Registrar

Position Overview

The Registrar Office Reception & Administrative Assistant is the first point of contact for the Office of the Registrar and provides administrative support for the Registrar to ensure smooth daily operations. This position handles front-desk responsibilities, manages phone and email inquiries, assists with student requests, supports scheduling needs, and helps with routine projects and office coordination. The role also includes basic reporting tasks and supervision of student workers.

Essential Functions (85%)

1. Front Desk Communications

- Respond to incoming calls and emails (FERPA-compliant), routing inquiries appropriately.
- Manage the general office inbox (registrar@mc.edu) with timely, accurate responses.
- Greet visitors and assist with questions, forms, and referrals to campus departments.

2. Workflow Monitoring & Troubleshooting

- Monitor Student Services forms and workflows to ensure efficient processing.
- Identify and escalate trends or issues based on phone calls, emails, or reports.

3. Enrollment Verifications & Imaging

- Process enrollment verifications, degree verifications, and loan deferments for the National Student Clearinghouse.
- Accurately image all requests into the college's document imaging system.

4. Transcript Request Processing

- Assist students and alumni with transcript requests via phone, email, fax, and Parchment.
- Update Help Guides to address frequently asked questions and troubleshoot common issues.
- Fulfill requests for legacy (pre-Banner) transcripts using physical archives and microfiche; notify the Registrar when requests cannot be completed.

5. Administrative Support to the Registrar

- Track and manage internal projects, ensuring deadlines are met and stakeholders stay informed.
 - Schedule meetings and coordinate the Registrar's calendar.
 - Prepare communications, reports, and meeting materials as needed.
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Active Duty Military Reporting (5%)

- Support accurate data collection and reporting for active duty military students using designated systems.
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Other Responsibilities (10%)

- Participate in orientation, registration, and graduation activities (including 2–4 evenings per year).
 - Order office supplies and process purchase requisitions.
 - Attend staff meetings and contribute to continuous improvement efforts.
 - Recruit, train, and supervise student workers and graduate assistants for front desk and call coverage.
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Qualifications

Education

- Associate's degree required; Bachelor's degree strongly preferred

Experience

- Prior administrative, receptionist, or customer service experience required
- Experience in higher education or student services preferred

Skills

- Strong verbal and written communication; professional appearance and demeanor
- Proficient in Microsoft Office and Google Suite; Banner or related SIS experience preferred
- Excellent organizational skills, attention to detail, and a customer service mindset
- Ability to work independently and collaboratively in a fast-paced environment
- Experience supervising student staff or interns preferred