



Records Specialist

(Office Specialist 2)

Department: Registrar's Office

Salary Range: \$2431 - \$3528 monthly

Class: C0104 Recruitment #: S1883

Review Date: Preference given to applications received by **November 30, 2018**. Position open until filled.

This is a regular, full-time, 12-month position in the Registrar's Office and is represented by the Oregon Public Employees Union/Service Employees International Union. The Office of the Registrar is a core strategic office that supports the whole of the university community in the functions of registration, records, degree clearance, commencement, curriculum management, course scheduling, veterans' services, state/federal/international regulatory compliance, and other analysis and strategic planning in support of the university's mission.

QUALIFICATIONS

- Two years of general clerical experience - One year of which included typing, word processing, or other experience generating documents; **OR**
 - An Associate's degree in Office Occupations or Office Technology; **OR**
 - Graduation from a private school of business with a Certificate in Office Occupations or Office Technology and one year of general clerical experience
- Quality customer service skills, and the ability to work independently as well as a part of a team
- Exceptional organizational skills, and ability to work under pressure to meet established production deadlines in a fast-paced, task-heavy environment with constant interruptions
- Demonstrated experience working with a diverse population

Preferred Qualifications

- Bachelor's degree
- Experience working in a higher education environment
- Experience with Banner SIS

****A criminal background check will be required as a condition of employment**

We are not considering candidates who require Visa sponsorship support. Additionally, the University typically only considers visa support for employees placed in specialized positions that are continuing regular University appointments.

DUTIES AND RESPONSIBILITIES:

- Serve as a front line staff member providing excellent customer services and timely processing in support of students, faculty, and staff; Expert level knowledge of university processes, policies, and resources; Timely, friendly responses to inquiries; Assist co-workers in completing tasks; Train, supervise, and support student workers in their duties.
- Transfer articulation processing; Enter articulation data for individual students; Assist in the yearly review and update of transfer articulation tables.
- Send communications per the office communication plan; Work with the Registrar and Assistant Registrar to identify potential improvements to communication plan; Manage the Registrar E-mail
- Manage academic petitions
- Assist in transcript processing and coordinate diploma distribution
- Adhere to office policies, procedures and retention/filing protocols; Process document imaging and indexing
- Participate in commencement preparation and participation; Assist in coordinating volunteers, supplies, staff, schedules, and equipment from the Registrar's Office as they relate to preparing for and supporting the WOU Commencement ceremony; Communication potential issues and make recommendations for improvement; Attend Commencement to assist in delivering and setting up supplies, checking in students, helping students line up in the correct locations, various troubleshooting, and coordinate clean-up.
- Participate in new student orientation (SOAR/TSOAR); Participate in registration labs to assist students with various registration questions and issues; Understanding of registration functions and restrictions and knowledge of available resources for resolving issues.

WORKING CONDITIONS:

- Occasional evening or weekend work hours and travel for work and/or professional development may be required
Work primarily takes place in an office environment with long periods of time at a computer workstation
- Frequent interruptions
- Works regularly with staff, students, and instructors; some of whom will be upset and require more time and care

APPLICATION PROCESS

You may submit all materials online at www.wou.edu/classified

Required Application materials (PDF preferred):

- 1) WOU Employment Application form (available at www.wou.edu/classified)
- 2) Letter of application that addresses each qualification of the position. Please include how your experience, education, and/or training might help us build a more inclusive, collaborative, and diverse community.
- 3) Resume
- 4) Contact information for three references
- 5) Copy of unofficial transcript (if needed to meet minimum or preferred qualification)

As an alternative, you may submit application materials to:

Send to: S1883, Records Specialist, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; OR e-mail to employment@wou.edu; OR fax to: 503-838-8144.

**Western Oregon University is an AA/EO/Veteran/Disability employer
committed to increasing the diversity of its workforce.**