

## **REGISTRATION AND STUDENT ACCOUNT ASSISTANT**

### **AGS VISION STATEMENT**

Transforming society through social interest in action

### **AGS MISSION STATEMENT**

Training human services professionals to facilitate healthy and fulfilling lifestyles for people, organizations, and communities through graduate education and community involvement

### **JOB TITLE**

Registration and Student Account Assistant

### **GENERAL STATEMENT OF DUTIES**

Responsible for assisting AGS's Vice President for Finance and Administration, Registrar, and other administrative staff, as needed

### **SUPERVISION RECEIVED**

Reports to Vice President for Finance and Administration  
Work direction received from Registrar

### **SUPERVISION EXERCISED**

None

### **ESSENTIAL FUNCTIONS**

Assists Vice President for Finance and Administration, Registrar, other administrative staff, and students

- Responds to registration- and enrollment-related questions and concerns
- Assists students with dropping and adding courses
- Assists with processing and tracking course extensions
- Tracks attendance in student information system
- Reconciles course rosters in student information system and learning management system
- Communicates with National Student Clearinghouse regarding enrollment status, graduation dates, and employment verifications
- Enters grades as official
- Prepares transcripts and affidavits for licensing boards
- Processes diplomas and certificates for graduates
- Audits files from Admissions as students matriculate and maintains students' permanent files
- Assists Registrar with maintenance of student handbook/catalog
- Communicates with students regarding tuition payment policies and procedures, payment plans, financial aid, and other student-billing related questions and concerns
- Monitors payment plans to ensure students are current and follows up, as necessary
- Monitors and places and removes holds on student accounts, as necessary
- Follows up by email, mail, and phone, with students who have past due balances
- Works with Staff Accountant to resolve student-billing related issues
- Prepares reports providing accurate and timely information regarding student account balances
- Clerical support for Vice President for Finance and Administration, Registrar, and other administrative staff
- Some evening and weekend hours may be required
- Contribute to troubleshooting/problem-solving in areas of administrative responsibility
- Regular attendance at meetings to which the individual has been assigned/volunteered

- Regular supervisory meetings with Vice President for Finance and Administration
- Regular work-related meetings with Registrar
- Serve effectively as ambassador for AGS and its mission
- Other tasks as assigned

## **REQUIRED QUALIFICATIONS AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary for this position. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Bachelor's degree required
- Training in areas of primary responsibility or equivalent experience
- One to three years of practical experience in areas of primary responsibility
- Higher education experience preferred
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to be attentive to details and to be accurate and precise
- Ability to multi-task and organize workflow, manage multiple priorities, and handle frequent interruptions
- Ability to communicate in a professional manner, both verbally and in writing
- Commitment to current best practices and unyielding ethical practices
- Ability to work effectively, both independently and with colleagues in a team-oriented atmosphere
- Commitment to attendance and punctuality, consistently being at work and on time
- Ability to demonstrate dependability by following instructions, responding to management direction, taking responsibility, keeping commitments, and completing tasks on time
- Ability to ask for and accept help, when necessary
- Ability to work effectively with students and staff with diverse learning styles, languages, and cultural backgrounds
- Commitment to increasing diversity within the organization and to working with an increasingly diverse academic community and community-at-large
- Commitment to community engagement/service
- Interpersonal skills that facilitate both internal and external relations

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Thorough command of best practices in areas of responsibility
- Excellent customer service skills
- Superior skills and experience using Microsoft Office
- Excellent ability to organize and prioritize tasks
- Superior communication and interpersonal skills
- Proven ability and interest in learning new software applications
- Administration/coordination skills and attention to detail
- Ability to effectively serve as an ambassador for AGS
- Ability to work effectively with students, staff, faculty, alumni, Board of Directors, and organizations in the external community

## **PHYSICAL/MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Physical demands include the ability to sit and stand for an hour at a time, walk, reach, bend, stoop, lift, push, transport, and move up to 10 pounds and to talk and hear.

- Manual dexterity and visual acuity requirements include the ability to operate normal office equipment, such as a computer, telephone, and copier. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **ENVIRONMENTAL/WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

- Work is performed in an indoor educational environment and involves frequent contact with students, alumni, faculty, staff, and the public. There is a moderate level of noise.
- Some evening and weekend hours may be required

**This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.**

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