INDIAN RIVER STATE COLLEGE
POSITION DESCRIPTION

POSITION TITLE:  Registration Assistant I

LOCATION:  St. Lucie West Campus/Port St. Lucie

SUPERVISOR:  Harvey E. Arnold, Ph. D., Provost – St. Lucie County

VICE PRESIDENT:  Mary G. Locke, Ph.D., Vice President of Instructional Services

CLASSIFICATION:  Part Time Support

SUPERVISORY:  NO

FLSA STATUS:  Non-Exempt

CLASS:  3

FUNDING:  I

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:

The qualifications and skill requirements for this position include

- Minimum of an Associate’s degree;
- Proven clerical data entry, payment processing, faxing, and filing experience;
- Documented successful work experience in the area of customer service;
- Knowledge of proper telephone etiquette;
- Proven ability to work with a diverse student population;
- Proven experience with Microsoft Office and Windows applications;
- Strong communication skills – both oral and written;
- Ability to work independently as well as with others and be self-motivated;
- The ability to effectively handle multiple tasks at once;
- The ability to maintain strict accuracy and be detail oriented.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

The essential job functions and responsibilities for this position include, but are not limited to:

- Assisting students with registration, admission processes, financial aid and online resources;
- Answering questions accurately about courses, degree programs, admissions and financial aid, both in person and on the telephone;
- Demonstrating the ability to communicate effectively and professionally with a diverse student population;
- Maintaining knowledge of all services provided by the Educational Services Division to facilitate a point of entry to the student;
- Reviewing and interpreting program and student information for data input into a computerized system;
- Consistently demonstrating sound professional judgment and a friendly, supportive attitude relative to individual students;
- Assisting the Division in support of all services provided to students.
SPECIFIC DUTIES AND RESPONSIBILITIES:

The specific duties and responsibilities for this position include, but are not limited to:

1. Providing up-to-date and accurate admissions, residency, course and program information and financial aid both on the phone and at the welcome desk;
2. Processing applications and registrations in a mainframe system;
3. Answering telephone inquiries and directing incoming calls to appropriate resources;
4. Providing clerical support to Counselors and Advisors;
5. Sorting and distributing mail;
6. Participating with team members in recruitment activities;
7. Processing and entering payments;
8. Flexibility in schedule to service customers during peak periods, evenings and weekends;
9. Completing tasks as assigned by the Provost;
10. Completing other duties and responsibilities as assigned.

This position is required to work until 6:30 p.m. one night each week and multiple evenings during periods of peak registration.

ESSENTIAL PHYSICAL SKILLS:

This position requires an ability to sit, stand, walk, bend, lift, reach up, stoop, and carry items occasionally in excess of twenty-five (25) pounds. It also requires manual dexterity to operate standard office machines, such as, copier, fax, calculator, telephone, and other equipment as necessary. IRSC expects its employees to follow proper safety standards while employed by the College.

Please sign and date this document. This fully executed job description becomes evidence of sufficient job requirement disclosure and acceptance and is incorporated into permanent record. A copy of an executed job description must accompany any single position application notice and/or set of application materials.