Applications are being accepted in Human Resources for a half-time Administrative Specialist position in the Registrar’s Office. The employee reports to the University Registrar. It is imperative that the employee must comply with FERPA requirements for confidentiality. Work schedule will be discussed at time of interview.

Responsibilities

Creating Student Records.
Create, update and maintain student records in Banner and Recruiter, entering a wide range of information that may include biographical and/or academic data, individual course information, start terms, student types, etc., and applying knowledge of appropriate codes, data standards, understanding of University processes, and state and federal requirements. Examine application documentation and student academic records to verify that coding and information is consistent, and to assess whether to admit or deny admission to each applicant. Refer problematic applications to Admissions administrators for further consideration. Update/modify Banner and Recruiter records as needed to ensure student records are accurate for subsequent processing by other Enrollment Management departments.

Auditing Student Records.
Review coding of student records to verify accuracy. Examine each student record course by course to ensure credits are transferred appropriately, duplications are avoided, disallowed credit is not awarded, GPA is accurate and that all other issues are accurate, resolved and appropriately recorded. Enter student records into the Banner Student System to establish transferring student records at Washburn in a timely manner that allows financial aid determinations to be made and facilitates student advising by Washburn staff.

Review posted grades watching for inconsistencies, missing information and other suspect information to be sure grades have been recorded accurately and "rolled" correctly. Work with faculty and other WU staff to resolve issues and correct identified problems, ensuring accuracy of Washburn transcripts and student records.

Conduct necessary research to determine and initiate appropriate resolutions to problems and discrepancies as they are identified.

Processing Transcript Requests.
Review Banner records to verify that degree audits have been completed, or assist in completing audits if needed. Print transcripts in response to requests, affix the official seal, address envelopes, and mail transcripts and receipts according to requests. Enter receipt information into the Banner system and deliver monetary deposits to the Business Office.
End-of-Term Procedures.
Assist Registrar staff with end of term procedures: resolve issues with various reports before final grades are due, contact faculty who have not submitted grades by the deadline, run lists of transcript requests waiting for final grades and/or degree, determine and enter academic standings into Banner, help stuff letters for probation/suspended students, inactivate learner records for students who graduated, etc.

Answer questions received by phone and e-mail from academic advisors regarding specific degree requirements. Direct student inquiries to the appropriate academic area(s) for response and assistance. Answer student questions regarding registration, academic records, and the receipt of documents (e.g. application and transcripts).

Assist students and faculty with registration procedures and problems via the web or in person.

Accept and receive payments for application fees, recording transactions and maintaining a cash fund according to University procedures and requirements.

Open, distribute, prepare, scan, and index received documents to allow access during processing and research by authorized staff.

Perform other job related duties as assigned.

Required Qualifications: High school diploma or GED. Three years of experience providing administrative support, or completion of a course at the post-secondary level in Office Management/Support and two years of experience providing administrative support, or college degree and 12 months of experience providing administrative support. Skilled keyboarding/data entry ability. Knowledge and/or understanding of college programs/degrees. Ability to communicate effectively both verbally and in writing, and make complex decisions in accordance with established policies and procedures; to analyze situations and determine potential problems and possible solutions; to tactfully approach customers and resolve differences; to perform widely varied and detailed tasks; to work effectively in a fast-paced environment; and to readily adapt to frequent changes. Demonstrated attention to detail and accuracy.

Preferred Qualifications: Work experience in a university environment. Experience using Ellucian Banner software, Recruiter, MS Office and/or WebExtender. Ability to speak and understand Spanish.

Application Procedures

Submit a completed Washburn University Employment Application (available at www.washburn.edu/hr-forms) to getajob@washburn.edu or to Washburn University Human Resources, 118 Morgan Hall, 1700 SW College, Topeka, Kansas 66621. Resumes will not be accepted. Review of applications will begin September 9, 2016, and continue until interviews are scheduled. Entry rate is $12.98 per hour. Excellent fringe benefits package. Employment at Washburn University will be conditioned upon satisfactory completion of a background check.

To enrich education through diversity, Washburn University is an equal opportunity employer. Candidates from under-represented groups are encouraged to apply.