Job Description

Title: Registration Clerk
CBA Position: KCSS
Department: Student Services
Reporting Manager: Director Enrollment Services
Direct Reports: None
FLSA: Non-Exempt
Expected Hours of Work: 40

Salary Band: B21
Band Range: Refer to KCSS Agreement
FY18 Budget:
Account Number:
ICCB Class:
KC Status (Class): Support Staff
POSD:

Job Summary:
Process registration documents, provide registration information to students and other customers and provide routine clerical and administrative support.

Supervisorial Responsibilities: None

Minimum Qualifications/Basic Job Requirements:
- High School Diploma
- 1-3 years clerical experience

Illustrative Examples of Essential Functions:
- Process varied record/admissions requests including enrollment and degree verifications, cooperative agreements and transcript requests.
- Assists students with admissions and registration information; provides information regarding student online systems.
- Processes registration transactions; determines residency status and eligibility for registration. Assists with routine clerical and administrative functions, including maintaining supplies, organize files, maintaining Onbase workflow, etc.
  Manually process changes to a student records.
- Support the Student Services Office by assisting at the One-Stop with the answering of phones, entering a quick application, scheduling academic advising/counseling appointments, and placement testing.
- Collaborate and work in partnership with the Division of Student Services and Academic Affairs to provide excellent customer service.
- Participate in professional development opportunities as necessary.
- Help with activities related to Student Services such as College Night, Graduation, and others as assigned by the Director of Enrollment Services.
- Provide additional departmental support as assigned by the Director of Enrollment Services.

(Core Competencies) Knowledge, Skills, and Abilities:
- Possess excellent organizational skills
- Ability to effectively manage multiple and competing priorities
- Demonstrate clear and effective written and verbal communication skills
- Provide strong and clear communication, customer service, and inter-personal skills

- Respects the importance of strong confidentiality
- Self-initiative and ability to work independently
- Able to cooperatively work with diverse groups of students and staff
- Understanding of general administrative processes and procedures
- Understanding of Microsoft Office Productivity Suite
- Understanding of basic computer operations and office equipment
- Demonstrates efficient keyboard and data entry accuracy and speed

Workload Summary:
(Special physical requirements necessary for performance of the job)
- Work is normally performed in a general office setting
- Work is conducted in a busy office environment with frequent interruptions
- This position requires light physical activity and movement

Disclaimer:
Kishwaukee College is an Equal Employment Opportunity Employer and any reasonable and timely accommodations in compliance with the Americans with Disabilities Act will be made upon documented request by the employee.

11/2017; KCSS reviewed 12/7/17