



JOB TITLE: Registration & Records Analyst **JOB CODE: Hourly**

Department Name: Registration and Records
Reports To: Registrar
Location: Mt. Pleasant or Harrison Campus

EX/NE: Non - Exempt
Pay: Grade 6, Per ESPA Agreement
Last Revised: September 2021

POSITION SUMMARY:

Mid Michigan College seeks individuals who: value collegiality and mutual respect; use data in decision making; are innovative; are service minded; are goal oriented; strive to continually improve themselves and their work processes; are willing to collaborate and seek to add value in every interaction.

The Registration and Records Analyst works with the Registrar on reporting, evaluation, and analysis tasks that create efficiencies and support the departmental processes and policies. This position performs functions within the Registration and Records Office that include things like graduation determination, student communications, recording of grade changes and credits for prior learning, transfer course evaluation, and data analysis and reporting.

This position assures a high level of customer service through assistance and advisement to students, consistent and prompt communication, and collaboration with other departments.

ESSENTIAL JOB FUNCTIONS:

1. Perform duties for graduating (and potentially graduating) students, including:
 - Setting up graduation files
 - Determining whether graduation requirements are complete
 - Managing discrepancies or missing information
 - Student communications
 - Diploma processing
 - Coordinating with Commencement committee
2. Perform duties regarding the intake of transcript credits from other institutions, including:
 - Determining equivalencies for other institutions' courses in keeping with Mid's academic standards and those of fellow institutions
 - Setting up institutional files in Colleague for previously unreviewed institutions
 - Correcting errors in transcript processing
 - Updating and reviewing Michigan Transfer Network files
3. Perform duties regarding outgoing transcripts, including:
 - Review of issues with National Student Clearinghouse e-transcript requests
 - Resolving issues and reviewing attachments for transcripts at NSC website
4. Resolve duplicate student records, including review with other departments and document analysis when necessary.
5. Assist in recording grade changes received from Faculty.
6. Assist in the development and implementation of departmental objectives, policies, procedures and standards; recommends changes to departmental procedures as necessary to improve the efficacy of the institution's goals and initiatives.

7. Assist in gathering data for internal and external stakeholders (e.g., run queries/reports and develop spreadsheets).
8. Assist with reporting and reconciling to internal and external stakeholders and agencies.
9. Responsible for initiation and management of automated Colleague system processes.
10. Resolve residency issues for students, particularly in regards to documentation.
11. Evaluate and record credits for various types of prior learning, such as Articulated credits, Non-Traditional Credit, AP/CLEP credits.
12. Assist in production, proofing, and editing of curriculum materials for catalog updates.
13. Assist in and coordinate updating Program Cost Estimates and help collect information for updating Michigan Talent Connect information.
14. Respond to verification requests from National Student Clearinghouse and other agencies.
15. Manage communication processes and serve as point of contact for student issues related to Registration and Records.
16. Attend and facilitates staff meetings and in-service programs within the department and college-wide.
17. Assist in formal presentations at various on or off campus sites to a diversity of groups.
18. Support and serve as a role model for the College mission, vision, values, and customer service initiatives. Adheres to the organization's policies and procedures, and federal, state, and accreditors' rules and regulations.
19. *Per the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), a federal consumer protection law, your job position entails functions that meet the definition of a Campus Security Authority (CSA). CSAs have a duty to report any crime to the College's Clery Compliance Officer. This information may be disclosed to them directly, through third-party, or witnessed. As a CSA, you are required to complete annual training which is provided by the College. This training encompasses your role, responsibilities, and reporting obligations.*
20. Perform other duties as assigned.

BACKGROUND AND JOB REQUIREMENTS:

Knowledge, Skills, Abilities:

- Ability to work as a member of a team, and work effectively with multiple constituencies.
- Written and computer skills necessary to prepare reports, analysis, and documentation of outcomes.
- High level of organizational skill and ability to prioritize.
- Ability to maintain close attention to detail through frequent interruptions and while processing large volumes of data.
- Ability to exercise professional judgment.
- Interpersonal skills necessary to effectively communicate and influence others.
- Maintain highest level of confidentiality.
- Analytical ability to identify and resolve a variety of issues in an effective and timely manner.
- Ability to adapt and respond to multiple priorities and demands, deal with the concerns of faculty, administrators and students.
- Extensive knowledge of student information systems, word processing and spreadsheets, Excel and/or other administrative software systems and online databases.

Education, Certification, Licensure:

- Bachelor's Degree in relevant program of study required.

Experience:

- Two years of progressively more responsible experience in Student Services (preferably Registration and Records) preferred.
- Experience working in a community college or university setting preferred.

WORKING ENVIRONMENT:

- The job responsibilities of this position are performed in an office building environment.
- There may be occasional travel to other locations for meetings, conferences/trainings, or presentations.
- Duties are performed in an independent and team atmosphere. Continuous collaboration with team and supervisor will occur.
- The job requires minimal physical exertion, such as walking, standing, stooping, bending, climbing, lifting material or equipment, some of which may be heavy or awkward (5- 25 pounds).
- Minimal discomfort due to heat, dust and noise may occur.
- Typical work schedule is 1st Shift 8:00am – 4:30pm with flexible or extended hours as approved by the Registrar and/or Vice President of Student Services.

Note: This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.

Employee Signature: _____

Date: _____