



EMPLOYMENT OPPORTUNITY

Date: July 2022

Open until filled

If you have questions regarding this position, please contact Amy Stephens at astephens@multnomah.edu.

Job Title: Registrar's Office Operations Coordinator

Reports To: Registrar

Mission: *The purpose of this position is to be the first point of contact for information dissemination and assistance to students, faculty, staff and the general public regarding processes associated with the Registrar's Office. Also coordinate a number of processes in the Registrar's Office to ensure the continued smooth functioning of the department.*

Primary Responsibilities:

Information Dissemination- Facilitate effective communication within the department and to other departments, students and the academic community.

- Answer inquiries and disseminate information. Explains processes and procedures to provide customer services by e-mail, telephone and in person to students, faculty, applicants, staff and public regarding Registrar issues. Direct inquiries as necessary. Requires knowledge of existing policies and Federal regulations regarding the dissemination of student information (FERPA).
- Assist students in the completion of Registrar related forms and applications. Examine forms, and other documents for accuracy and completeness. Contact students to obtain needed information to complete the processing of documents.
- Keep current on changes to federal regulation and office policies and procedures to ensure accurate assistance is provided to students given many different operational questions.

Transcripts, Certifications and Enrollment Reporting- Provide timely service for educational records requests and required reporting.

- Issue transcripts on a scheduled basis
- Complete monthly electronic reporting to the National Student Clearinghouse (NSC) making sure that we comply with federal regulations and guidelines for this reporting. Interface with NSLDS.
- Manage certifications that are preformed outside of the NSC.
- Report degree information regularly to the NSC to facilitate degree verification requests.

International Student DSO (Designated School Official)- Assist in required documentation and reporting for the international student population.

- Serve as a Designated School Official (DSO) in SEVIS to complete required documentation for international students and fulfil required federal reporting requirements.
- Complete regular training to stay abreast of regulations for international students.

Projects- Manage and complete assigned projects.

- Collect and maintain statistics and data, produce Registrar's Report each semester
- Track orientation requirements for new college students; includes Bible test recording
- Administer English placement test for all new students using Canvas and record results
- Manage mid-term grade reporting and participate in grade processing
- Assist with various plans and programs for student retention
- Manage the collection of required immunization information and complete state of Oregon reporting
- Maintain Registrar department information on website
- Respond to any additional tasks or special projects as assigned by the Registrar

MULTNOMAH UNIVERSITY

8435 NORTHEAST GLISAN STREET PORTLAND, OREGON 97220 PHONE: 503.255.0332 TOLL FREE: 800.275.4672 WEB: WWW.MULTNOMAH.EDU

General Office Duties - maintain a professional, orderly, and efficient office environment.

- Complete word processing, filing and other office duties, as needed
- Pick-up and sort mail, prioritize and identify areas that need the attention of the Registrar
- Handle student records-shifting; non-current files (withdrawn or graduated); enter student activities on individual annual students (scores and reports to students)
- Assist with registration
- Manage add/drop function and auditing function
- Manage withdrawal process
- Ensure that address and demographic updates are completed in a timely manner
- Manage the name change process
- Cooperate with and contribute to a dynamic team of service minded individuals working together to accomplish department goals
- Maintain job manual

Qualifications:

Job-specific Requirements:

- Minimum one year of office experience
- Demonstrated maturity, initiative, and punctuality – a self-starter
- Demonstrated ability to handle several responsibilities at one time
- Thorough knowledge of MU programs, regulations, and procedures
- Skills in problem solving and decision making; flexibility and resourcefulness
- Extreme confidentiality; discernment and sound judgment
- Experience and/or course work in data processing; typing 50-55 wpm
- Familiarity with Microsoft Office (Outlook, Word and Excel)
- Excellent communication skills, both written and verbal
- Demonstrated skills in the organization of details
- Demonstrated ability to maintain a high level of accuracy in detailed records
- Ability to set priorities while demonstrating flexibility and courtesy in demanding situations
- Understanding of “protection of administrator’s time” ability to filter calls and visitors using sensitivity and understanding
- Bachelor’s degree preferred
- A knowledge of and commitment to the mission and ministry of Multnomah University

General Employment Requirements:

Because we believe that professionally qualified, committed Christian personnel are key to the operation of a truly Christian university, and that not only teachers, but all employees, by the pattern of their lives, serve as role models to our students, all employment positions at Multnomah contain the following relating to required personal qualities:

- Employees will have received Jesus Christ as his/her personal Savior. John 1:12
- Employees will be in basic agreement with the institution’s doctrinal statement.
- Employees will believe the Bible is God’s Word and standard for faith and daily living. 2 Tim. 3:16-17
- Employees will be a Christian role model in attitude, speech and actions towards others. This includes being committed to God’s biblical standards for morality and sexual conduct. 1 Tim. 4:12, Luke 6:40, Col. 3:17, Titus 2:7-8, 1 Thess. 2:10 and 5:22.
- Employees will be actively involved in a local church.

This is a full-time (30 hours) support staff position with benefits including medical options, dental, vision, life insurance and disability benefits, also paid holidays, vacation accrual and sick time all beginning the first day of the month following one month of employment. A generous Employee Tuition Grant is available after 1 year of employment.

To Apply, find the application link here: www.Multnomah.edu/Careers

If you have questions regarding this position, please contact Amy Stephens at astephens@multnomah.edu.

MULTNOMAH UNIVERSITY

8435 NORTHEAST GLISAN STREET PORTLAND, OREGON 97220 PHONE: 503.255.0332 TOLL FREE: 800.275.4672 WEB: WWW.MULTNOMAH.EDU
