

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## Office Coordinator - Registrar

### POSITION OVERVIEW

Provides support to Registrar and Assistant Registrar. Employee is the primary contact for Registrar's office, i.e. greeting and assisting students, faculty and staff with requests. Employee performs complex clerical work. Tasks normally are accomplished within well-defined procedures with occasional non-routine administrative work involved, computer literacy, initiative and organizational skills required. . This is an hourly, union position.

### DUTIES

- Regular attendance is required.
- Greets visitors, responds to requests for information, and answer/screen telephone calls
- Update academic software as required
- Process Transcript requests
- Process enrollment verifications
- Process degree verifications
- Perform student registration transactions
- Certify veterans each semester
- Advise students and faculty on topics ranging from academic plan and audit, course selection, transcripts, graduation credits, etc.
- Provides advice on registration topics to 1/3 of the incoming class during summer registration
- Assist STCW Coordinator with Sea time Entry
- Help compile USCG applications
- Run premade reports for data requests
- Manage course waitlists each semester
- Enter transfer credit approved by Registrar
- Enter grades for faculty who are unable
- Balance enrollment in sections
- Change advisors as requested by department chairs
- Manage mailing and assist with processing graduates as approved by Assistant Registrar and Registrar
- Run verification reports for quality control and data purity
- Maintains nonacademic room scheduling calendar
- Posts class schedules on room doors
- Screens calls, visitor and mail

This job description reflects the general duties of the job but is not a detailed description of all duties which may be inherent to the position. The Academy may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

## **SKILLS**

- Excellent organizational, interpersonal and communications skills
- Strong attention to detail and demonstrated ability to organize and function in a highly computerized environment
- Possess the attitude and ability to foster a respectful and productive workplace environment
- Capacity to handle multiple tasks with interruptions
- Proficiency to work both independently and as a team player
- Excellent problem solving and customer service skills
- Expertise in Microsoft Office suite with the aptitude to learn new applications as required.
- Previous experience maintaining confidentiality and professional relationships dealing with sensitive situations
- Ability to enforce academic policies and procedures in person, by phone and email, on behalf of the institution even in tense situations.

## **QUALIFICATIONS**

- High School graduate required, Associate's degree preferred.
- Applicable one-year professional certificates preferred
- Six months related experience or training required, 2-4 years administrative experience preferred.
- Proficiency with MS-Office suite or similar programs required.
- Demonstrated proficiency with other software products preferred.
- Previous work in an academic environment highly desirable.

## **PHYSICAL/ENVIRONMENTAL FACTORS**

- Office environment
- Frequent interpersonal contacts
- Position is generally sedentary
- Frequent use of keyboard, mouse and computer screen
- Close office setting generally sedentary
- Employee may lift up to 10 pounds and on occasion lift up to 25 pounds.

Maine Maritime Academy Position Factor  
Evaluation

Job Title: Registrar Office Coordinator Job Code: 1040

Wage Grade: 13 Total Points: 346

	<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1	Knowledge and Skill	4	144
2	Effort		
	I. Mental and Visual Effort	4	32
	II. Physical Effort	2	20
3	Responsibility for Cost Control	3	24
4	Responsibility for Others		
	I. Injury to Others	1	8
	II. Supervisory Responsibility	2	16
	III. Sensitive Information and Records	5	40
5	Working Conditions	3	30
6	Responsibility for External and Internal Relations	4	32

Date of last reclassification 07/2016