

# MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

## Office Coordinator & License Program Assistant Registrar's Office

### POSITION OVERVIEW

Reporting directly to the Registrar, the Office Coordinator & License Program Assistant provides support to that position, the Assistant Registrar, and the USCG-STCW License Coordinator. For many students, faculty, departments, and other internal/external entities/individuals, this position serves as their initial contact with the Office of the Registrar. Excellent customer service, professionalism, courtesy, organizational and communication skills, attention to detail, discretion, and ability to protect the confidentiality of sensitive information/records and enforce MMA academic policies are inherent responsibilities of this position. The Office Coordinator & License Program Assistant analyzes and solves complex problems, understands academic degree and STCW requirements, assists students with schedule building and online registration issues, and serves as the Academic Advisor for approximately 100 incoming students during a three-month summer period. This is a full-time, 12-month, hourly, union position with benefits.

### DUTIES

- Welcome and manage flow of customers to office, answer/screen telephone calls, receive and distribute office mail. General clerical duties including filing and managing record storage. Create and edit office forms. Manage office supplies inventory and prepare requisitions. Record minutes at meetings and post to internal website, as needed.
- Explain and enforce academic policies daily to students, parents, faculty, staff, prospective students/families, high school and college representatives, alumni, and others as concerns FERPA, degree requirements, transfer credit, registration, and USCG issues.
- Assist USCG-STCW License Coordinator with tasks including entry of STCW data in student portal records and institutional files, receipt and review of student applications for USCG entry-level credentials and licenses, preparations for campus-based USCG examinations and audits, receipt and review of USCG credentials and licenses, and communication with representatives of the National Maritime Center, as needed.
- Understand academic plans and advise students/faculty on topics ranging from degree requirements, academic audit results, course selection, and transcripts.
- Advise and assist students with schedule building, course conflict and prerequisite issues, and the mechanics of the online course registration system.
- Assist Registrar with course registration and enrollment management of on-campus courses and those offered through MMA's online graduate program and satellite campus programs.
- Serve as Academic Advisor for approximately 100 incoming students for three months prior to matriculation. Review schedules to ensure students are properly enrolled in degree requirements and credit level. Communicate with advisees about course choices, transfer credit, NCAA student-athlete credit requirements, and other related matters.
- Enter Minor Program declarations in student information system, transfer credit, final grades, and academic advisor assignments as approved by Registrar. Prepare enrollment verification letters for students.

- Process official transcript requests in office and through on-line distribution service.
- Become certified as TWIC (Transportation Worker Identification Credential) enrollment agent, complete periodic online trainings, and process TWIC enrollments and activations.
- Prepare and display class schedule charts for all academic rooms across campus. Manage classroom and meeting space reservations during academic year.
- Other related duties as assigned.

*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 communication skills.
- Meticulous attention to detail and demonstrated ability to function in a highly computerized environment, and to follow office procedures designed to enforce MMA academic policies and ensure the accuracy and integrity of professional work product.
- Articulate, accurate and thorough written skills to include proper usage of grammar.
- Strong ability to handle multiple tasks with frequent interruptions while maintaining excellent, efficient and courteous customer service.
- Excellent problem-solving and analytical skills.
- Ability to work independently, use sound judgement, and be part of a team.
- Ability to enforce academic policies and procedures in person, by phone and email, on behalf of the institution even in tense situations.
- Ability to communicate effectively with internal and external constituencies/individuals, and respond with accurate information and courtesy to common inquiries or complaints.

## **QUALIFICATIONS**

- Associate degree, at minimum, required.
- Proof of US citizenship required (per requirements to be a TWIC enrollment agent)
- Applicable one-year professional certificates preferred.
- Previous experience maintaining confidentiality and professional relationships in situations involving sensitive records and information.
- Previous work in an academic environment highly desirable.
- Proficiency in Microsoft Office suite, Ellucian/Power Campus Student Information System, and other software products preferred.
- Commitment to fostering student academic success and providing excellent customer service to all served by the office.

## **PHYSICAL/ENVIRONMENTAL FACTORS**

- Daily contacts include students, parents, prospective students/families, faculty, staff, alumni and various internal/external constituencies.
- Near constant use of keyboard and computer screen.
- Standard office equipment and office environment.

## **SPECIAL FACTORS**

- Criminal background check required.
- May require participation in USCG drug testing program.
- Tobacco-free campus/buildings/ship.

Maine Maritime Academy Position Factor Evaluation

Job Title: Office Coordinator and License Program Assistant

Job Code: 1040

Wage Grade: 15

Total Points: 398

<u>Factor</u>	<u>Degree</u>	<u>Points</u>
1 Knowledge and Skill	5	180
2 Effort		
I. Mental and Visual Effort	5	40
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	5	40

Date of last reclassification      1/2024