

Job Title: URO Front Office Coordinator

FSLA Status: Non-Exempt

Supervisor: University Registrar

Position Summary:

The Front Office Coordinator is a member of the University Registrar's team who serves as the department's initial point of contact person. Primary duties include: answering incoming phone calls and responding to voicemail messages, collaborating and communicating with team members to ensure successful customer service outcomes, handling general email inbox non-routine and routine replies, ordering and inventorying departmental supplies, participating in the work study hiring process, processing front office forms, serving as the transcript coordinator, and other duties as assigned.

Qualifications:

1. Bachelor's degree with prior experience in a registrar's office or higher education setting preferred.
2. Strong communication skills required.
3. Strong time management skills with the ability to proactively problem solve in a fast-paced environment.
4. Proficiency in Microsoft Office Suite required; experience with Anthology products (CampusVue or CampusNexus) preferred.
5. Must be able to organize information in a logical and orderly fashion.
6. Must be detail-oriented and self-motivated with a willingness to learn.
7. Must be able to interact with a variety of individuals, sometimes under the pressure of deadlines.
8. Must maintain confidentiality of student records in relation to state, federal, and FERPA guidelines.
9. A commitment to a student-centered environment is essential.

Duties and Responsibilities:

1. Greets University Registrar's Office constituents and serves as the initial point of contact.
2. Responds to incoming inquiries (Zoom, phone calls, voicemail messages, walk-ins, etc.). Resolutions need to occur within a 24-hour period. It is important to avoid the need for constituents to leave multiple messages.
3. Replies to registrar@chatham.edu emails. Resolutions need to occur within a 24-hour period. It is important to avoid the need for constituents to send repetitive emails.
4. Processes incoming forms (Add Repeated Course Requests, Change of Grade, etc.) received via a front office point of contact method (email, in-person, mail, etc.).
5. Monitors and processes daily requests for transcripts via our online provider's queue (Parchment). Fulfillment processing should not exceed three business days. Ordering information must be recorded in the SIS.
6. Manages front office electronic and physical filing systems. Admissions Operations interactions may be necessary.
7. Collaborates and corresponds with team members to assure successful customer service outcomes and bridges emerging issues by providing details.

8. Trains work study students assigned to the front office and maintains a training manual.
9. Orders office supplies and manages the supply inventory.
10. Distributes office mail and assists with diploma mailings.
11. Provides administrative support for the University Registrar.
12. Other duties may be assigned within the scope of departmental responsibility by the University Registrar.