Wofford College invites applications for a student records coordinator. Reporting to the registrar, the student records coordinator is the primary point of contact to prospective students and families, currently enrolled students and families, Wofford faculty and staff, and the public. The coordinator has primary responsibility for administration and support of specific functions for the Office of the Registrar, including customer service, transcript and major/minor declaration processing, and entering the class schedule. Requiring both technological ability and customer service skills, the position works with multiple entities in fulfilling a variety of needs for students and the institution.

This is a full-time, non-exempt position. The normal work schedule is 8:30 a.m. to 5 p.m., Monday through Friday. Contingent upon events or activities, occasional early mornings and weekend hours will be expected. The position requires extended work hours during graduation weekend, typically the third weekend of May. Minimal hours of work performance are 40 hours per week.

RESPONSIBILITIES:

85% Office administrative functions and support.
- Provide outstanding customer service to students, faculty, staff and the public by responding in a timely manner to phone calls, emails and walk-in requests.
- Manage student records according to the Family Educational Rights and Privacy Act (FERPA).
- Accurately enter data associated with the class schedule, registration, student declarations and address changes through Banner, Wofford’s student information system.
- Maintain and respond to requests sent to the SRC@wofford.edu email address.
- Fulfill and troubleshoot official transcript requests with the use of Parchment, Wofford’s transcript ordering software, and Banner.
- Process enrollment verification requests, good standing and degree completion letters.
- Manage the Advanced Placement (AP) score download process.
- Responsible for the scanning and management of the electronic filing system.
- Direct students in finding and completing institutional forms (major/minor, course withdrawal, transcript request, etc.) and general knowledge of registrar office resources.
- Keep abreast and maintain a working knowledge of FERPA and institutional regulations as they relate to providing information to students and/or parents.
- Keep abreast and maintain a working knowledge of institutional academic policies and procedures, including registration, course/college withdrawal, major/minor declaration, academic standing, etc.
- Respond to requests for general information on academic policies and institutional resources.

10% Office equipment maintenance and operational support and supplies/inventory management.
- Coordinate routine orders and inventory of office supplies and equipment for the registrar’s office.
- Primary support and point of contact for multifunction office machine.

5% Other duties as assigned.
• As a valued college community member and employee, perform college “service.” Serve on elected or appointed committees or participate or perform in projects or group assignments as delegated.
• Attend trainings or seminars to remain up to date on knowledge and skills related to FERPA, technology enhancements, and diversity/equity/inclusion as required.
• Assist with various projects as needed, including mailings, electronic mailings, enrollment verifications, Commencement planning, updating the website and myWofford, etc.

QUALIFICATIONS
The student records coordinator will have two to three years of office experience, with a strong preference for experience and working knowledge of student academic records in higher education. Demonstrated effective communication skills to provide comprehensive written correspondences, along with self-motivation to work independently, and effectively prioritizing workloads and collaborating with all Wofford constituents will be valuable in this role. An associate’s degree or higher and continued professional development is desired.

APPLICATION
Application materials should be submitted electronically to SRC@wofford.edu. Application materials include: (1) a letter of interest explaining how the candidate qualifies for the position, (2) a current resume, and (3) a list of three professional references, including contact information.

For assured consideration, please submit your application by midnight, October 1, 2021.

EEO STATEMENT:
Wofford College values diversity within our students, faculty and staff, and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the bases of race, color, creed, religion, sex, (including pregnancy, childbirth or related medical conditions, including but not limited to lactation), sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and/or local laws.

It is the policy of Wofford College to provide reasonable accommodations. If you require an accommodation to participate in any part of the hiring process, please reach out to HumanResources@Wofford.edu.

TITLE IX COMPLIANCE:
Wofford College is committed to providing an educational and work environment, including programs and activities, that is free from discrimination, harassment and retaliation. In compliance with Title IX of the Education Amendments of 1972, Wofford College does not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of sex.

Inquiries related to the application of Title IX at Wofford College can be made as follows:

Wofford College
Matthew Hammett
Director for Civil Rights, Title IX Compliance and Student Risk Assessment
Title IX Coordinator
429 North Church Street
Snyder House
Spartanburg, SC 29303
864-597-4048
DISCRIMINATION, HARASSMENT AND TITLE IX REPORTING:
Individuals who experience harassment or discrimination on the basis of their membership, or perceived membership, in a protected class are encouraged to contact Wofford’s Title IX coordinator via email, phone or mail at any time or in person during normal business hours. The Title IX coordinator can assist individuals in making a report or formal complaint, connecting with campus and community resources, and accessing support with academics, housing and/or employment.

Individuals may also submit a report through the online Discrimination and Harassment Reporting Form. Reports can be submitted anonymously, but anonymous reports may limit the College’s ability to address reports.

All reports will be reviewed and addressed using Wofford’s Nondiscrimination and Anti-Harassment Policy and Procedures.