



Information Specialist

| | |
|-------------------------------------------|------------------------------------|
| Department: Registration & Records | Approved Date: 5/20/15 |
| Reports To: Welcome Center Manager | Division: Learning Support |
| FLSA Status: Non-Exempt | Job Status: Full-Time |
| Salary Grade: 7 | Job Classification: Support |

Position Summary:

Provide outstanding customer service to visitors, students and staff in person, online and from the college telephone system; assistance to admission and registration activities for credit and continuing education; registration for contract training and functional support to the Welcome Center and the department of Registration & Records.

Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Access student records within student information systems and provide accurate registration, admission and program information via electronic and college telephone inquiries for all credit and continuing education.
2. Assist students with on-line registration and provide detailed information to customers (both to callers and guests on campus, and through electronic communications).
3. Assist with records maintenance, college filing, and imaging/scanning of documents.
4. Maintain and develop frequently asked questions and answers, and assist with training hourly staff and work-study students.
5. Assist with the data entry, logging, tracking, and work flow process of non-credit contract training registrations.
6. Maintain compliance with FERPA: demonstrating a working knowledge of the law, and ability to interpret the policies and law.
7. Represent the college within professional organizations – American Association of Collegiate Registrars and Admissions Officers (ACCRAO) and the Maryland Organization of Community College Registrars and Admissions Officers (MOCCRAO).

Required Minimum Qualifications:

1. Associate's Degree.
2. Two (2) years of experience in an educational environment.

Information Specialist

Desired Qualifications:

1. Computer literacy and technical proficiency.
2. Evidence of skills and initiative in teamwork.
3. Experience working with diverse populations and evidence of strong customer service.
4. Experience using databases and maintenance of student records.
5. Experience with higher education enterprise student applications/ student information systems (preferably Oracle's PeopleSoft Campus Solutions).
6. Ability to research, search, retrieve and disseminate college information.
7. Ability to speak multiple languages.
8. Knowledge of campus information systems and higher education resources.
9. Knowledge of institutional academic and non-credit policies and procedures. Specifically, FERPA, COMAR and academic policy standards.

Note: The College reserves the right to change or reassign job duties, or combine positions at any time.