

Position Description

POSITION PROFILE

Position Title: Registrar's Office Student Worker

EOU Department/College: Office of the Registrar

EOU Supervisor Title: Brooke Hewitt - Program Representative 2

Typical Job Duration: Academic year

Job Level: \$13.20, Level 1

Type of Schedule/Typical Hours: Flexible; needs to accommodate the Office of the Registrar's operational hours from 8 AM to 5 PM, Monday to Friday.

Typical Number of Hours Per Week: 10 hours

POSITION INFORMATION

Student Position Description Summary:

The Registrar's Office Work Study position assists with the maintenance of student records, performs general administrative tasks, and provides support with Credit Recovery student registration and customer service to students, faculty, and staff as needed. Job duties include: maintaining student files, processing transcript requests, maintaining student database information, and processing registration materials. This position is 10 hours per week.

Job Duties/Responsibilities/Essential Functions:

- Set up and maintain student records in the database.
- Update and organize student files regularly.
- Process transcript orders and other related requests efficiently.

- Update student demographic data as needed.
- Assist with the processing of course registration materials.
- Help with the preparation and filing of graduation petitions.
- Scan documents and manage electronic file uploads.
- Perform other duties as assigned to support the Registrar's Office.

HIRING CRITERIA

Minimum Qualifications:

- Must be an on-campus student with federal financial aid-approved work-study awarded.
- Ability to maintain composure and communicate effectively with office staff, students, and other constituents.
- Ability to handle confidential information with discretion.
- Understanding that violations of privacy laws will result in immediate termination.

Preferred Qualifications:

- Strong written and verbal communication skills.
- Strong problem solving skills, great attention to detail and self-starter.

Desired Knowledge, Skills & Abilities:

- Proficiency in Microsoft Office and database management.
- Strong organizational skills to manage multiple tasks.
- Ability to work independently and as part of a team.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Develop a deeper understanding of administrative processes in higher education.

Industry Learning Outcomes:

- Gain hands-on experience in educational administration, particularly in managing student records and compliance with educational policies.

Career-Readiness Learning Outcomes:

- Enhance professional skills such as communication, confidentiality management, and office administration.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework