UNIVERSITY OF DALLAS

Support Staff Specialist

WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report's list of the Best Regional Universities (West) and Forbes' Best Value Colleges. We are dedicated and guided by our Mission and thrive on professional development, a family-oriented environment, our rich traditions and exceptional employee benefits.

JOB DESCRIPTION

UD is currently seeking a Support Staff Specialist for the Office of the Registrar. This position will provide front-line registration, matriculation, and graduation support for faculty, staff, and students on behalf of the Registrar's Office.

PRIMARY RESPONSIBILITIES

- Create an effective & efficient student-centered, service-oriented atmosphere that provides excellent customer service. This includes, but is not limited to:
    - Answering the telephone and responding to emails promptly.
    - Timely processing of changes to student records accurately and in compliance with academic, regulatory requirements, including adherence to FERPA guidelines, with accuracy, timeliness, and student-centered professionalism.
    - Providing customer service to walk-ins with registration needs, forms, class & exam schedules, and other questions.
    - Processing transcripts, verifying enrollment and loan deferments.
    - Assisting with supervision of student workers.
    - Maintaining and updating the registrar's web page.
- Assist with the input of:
    - AP Scores and Transfer credits.
- Serve as an active Registrar Office team player and assist with:
    - Maintaining files and purging records/files according to the record retention schedule.
    - Generating reports and correcting data.
    - Helping with registration, transcripts, enrollment verification, and end-of-term processes.
    - Providing resources for document imaging processing, such as web resources, training, access forms, and documented processes.
    - Other duties as assigned.

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MINIMUM REQUIREMENTS

- Bachelor's degree in a related field.
- Two to three years of relevant experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Familiarity with and support for the university's Mission.
- Familiarity with student information databases, particularly Ellucian Banner and Argos.
- Proficient with Microsoft Office, including Access, Excel, Word, and Outlook.
- Ability to quickly learn new systems and processes.
- Ability to work independently and as part of a team.
- Ability to work with numbers and forms, including data entry.
- Excellent attention to detail.
- Able to deal with interruptions and work in a fast-paced office environment.
- Excellent communication skills, written and oral.
- Ability to maintain a high level of confidentiality.

ADDITIONAL INFORMATION

- Knowledge of FERPA requirements and related regulations governing the security of student information preferred.
- Experience working with student information systems such as Banner or PeopleSoft preferred.

BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition benefits for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: https://hr.udallas.edu/apply/

The University of Dallas seeks to recruit, develop, and retain faculty, staff and administration of the highest caliber.

The University is an Equal Opportunity Employer, and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.