

UNIVERSITY OF DALLAS

Support Staff Specialist

Job Number: 12681UD
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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 be responsible for processing transcripts upon request and for long-term preservation, organization, and distribution of the University's digitized materials. Additionally, this individual will identify goals for preservation and dissemination of materials and establish and maintain a sustainable process for archiving and retrieving resources.

PRIMARY RESPONSIBILITIES

- Create an effective & efficient student-centered, service-oriented atmosphere that provides excellent customer service. This includes, but is not limited to:
 - Answer the telephone and respond 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.
 - Provide customer service to walk-ins with registration needs, forms, class & exam schedules, and other questions.
 - Process transcripts, verify enrollment and loan deferments.
 - Assist with supervision of student workers.
 - Maintain and update the registrar's web page.
- Manage the course evaluation process:
 - AP Scores and Transfer credits.
- Manage athletic eligibility reporting.
- Serve as an active Registrar Office team player and assist with:
 - Assist with National Student Clearinghouse enrollment reporting.
 - Maintain files and purging records/files according to the record retention schedule.
 - Generate reports and correct data.

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- Help with registration, transcripts, enrollment verification, and end-of-term processes.
- Provide resources for document imaging processing, such as web resources, training, access forms, and documented processes.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's degree in a related field.
- Two to three years of relevant experience planning and managing a digital archives program preferred.
- Familiarity with student information databases, particularly Ellucian Banner and Argos.
- Proficient with Microsoft Office, including Access, Excel, Word, and Outlook.

PREFERRED QUALIFICATIONS

- Knowledge of FERPA requirements and related regulations governing the security of student information preferred.

ADDITIONAL INFORMATION

- Supervise student workers on the archiving project.
- 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.

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.