

Student Records Coordinator - Arts and Sciences,
Registrar
Tufts University

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Posted Apr. 24, 2024, set to expire Dec. 31, 2024

Job Title	Student Records Coordinator - Arts and Sciences, Registrar
Department	Registrar's Office
Institution	Tufts University Medford, Massachusetts
Date Posted	Apr. 24, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Student Services Admissions/Student Records/Registrar
Job Website	https://jobs.tufts.edu/jobs/20416?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

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Under the leadership of the Associate Dean for Student Administrative Services and Systems, the Registrar's Office is responsible for secure maintenance of student academic records and compliance with FERPA and other federal and state regulations related to these records for the undergraduate and graduate students in the Schools of Arts, Sciences, and Engineering and for non-matriculated students through University College. The Registrar's Office is supported by the curriculum and space management staff, records management staff and Student Services. Student Services is the first point of contact bridging academic and administrative functions and services at Tufts. Student Services provides a wide range of support, from guidance on how to pay tuition, apply for financial aid, obtain a transcript, register for classes, and leverages their service center structure in support of other student facing department's service needs when appropriate. Student Services collaborates with students, families, faculty, staff, and outside agencies to provide accurate and timely information and support of the completion of university transactions, as they relate to their areas of expertise.

What You'll Do

The Student Records Coordinator assists the Registrar and the Registrar's officers in all aspects of the regulation and enforcement of academic policy, the management of academic and student-related data, and the overall delivery of essential Registrar's office services. This position serves as the main source of data support for office-related responsibilities. Additionally, the Student Records Coordinator works alongside the Student Services Representatives as the first point of contact for Student Services to provide excellent customer service to students, faculty, staff, alumni, and parents in the areas of records, financial aid, billing and other administrative functions associated with the student lifecycle.

This is a hybrid role. The role is expected to be on campus at least 2 days each week.

As a Students Records Coordinator you will:

- Maintain accurate and secure official academic records; answer specific questions regarding records; ensure records are accurate and complete; and investigate and resolve questions or discrepancies
- Certify completion of degree requirements, communicating with students, advisors, and deans as required.
- Facilitate the processing of academic related forms (enrollment correction, major/minor/advisor declarations).
- Facilitate the creation of course offerings for Tufts programs abroad and student's enrollments, accounting for Tufts equivalent courses as approved.
- Utilize university systems and websites to streamline, support, and enhance communications.
- Oversee and troubleshoot the processing of paper and electronic transcript requests made through various systems.
- Develop and maintain excellent working relationships with undergraduate advising, financial aid, and bursar staff to ensure quality service to students, faculty, staff, parents, and alumni.
- Meet with students and/or other staff as needed to ensure resolutions to problems regarding student records.
- Meet service level agreements by executing tasks with a timely, accurate, and customer-focused approach.
- Serve as functional records related lead for assigned process(es) as it relates to records management.
- Provide training and support to colleagues.
- Ensure compliance with National Student Clearinghouse.
- Answer department telephone and email, assisting students, parents, faculty, staff, and alumni obtain accurate information.
- Accurately interpret and efficiently explain a wide range of university and governmental policies, procedures, and practices regarding, student records, financial aid, student billing, and other administrative functions as they relate to the student life cycle while promoting and providing excellent customer interactions in person, by phone and email, ensuring a smooth and thorough referral to other offices when necessary.

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- Complete requests for transcripts, verifications, licensure forms, and letters as requested.
- Respond to requests for information; determine appropriateness of release of information under well-established university and federal policies; transmit information, when appropriate.
- Serve as escalation for Student Services Representatives for records related inquiries.
- Ensure positive interactions with customers when following up on inquiries and paperwork.
- Strive to provide best in class support and customer service to the Tufts community and constituents
- Support and contribute to an equitable and inclusive work environment where cultural diversity is celebrated and valued, echoed in the service provided to students, faculty, staff, parents, and alumni.
- Other duties as assigned

What We're Looking For

Basic Requirements:

- Ability to use all aspects of Microsoft Office and Zoom.
- Ability to learn aspects of the Student Information Systems, Powerfaids and Transact systems that will assist in timely response.
- Must become familiar with University operational calendar and information flow regarding: student records, biographical data and University policies and procedures;
- Excellent organizational, communication, and time management skills;
- Ability to use good judgment and discretion in handling sensitive issues;
- Demonstrated ability to multi-task and not be hindered by frequent interruptions;
- Accuracy and attention to detail to respond and interact with diverse populations;
- Acknowledge errors in a timely and professional manner.
- A bachelor's degree or equivalent experience in higher education or a related field and a High School Diploma/GED is required.

Pay Range

Minimum \$24.00, Midpoint \$28.55, Maximum \$33.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information



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Contact

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