Systems and Operations Coordinator
Worcester Polytechnic Institute

Job Title	Systems and Operations Coordinator
Department	Associate Registrar
Institution	Worcester Polytechnic Institute
	Worcester, Massachusetts
Date Posted	Oct. 21, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
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Job Description	

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JOB TITLE
Systems and Operations Coordinator

LOCATION
Worcester

DEPARTMENT NAME
Associate Registrar

DIVISION NAME
Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

Provide front desk service to students, faculty, staff, and parents, advising on academic policy and procedures, handling registrations and other basic registrar functions, and directing requests as needed. Manage work-study students. Provide certifications and verifications of student records upon request.

WPI is passionate about creating an inclusive workplace that promotes and values diversity. We are looking for candidates who can support our commitment to equity, diversity, and inclusion.

The hourly rate for this position is $21.25 - $26.01.

JOB DESCRIPTION
Responsibilities:

- Manage and oversee Registrar's Office front-line services by:
- Providing excellent customer service to students, faculty, and staff.
- Answering all phone calls, emails, and in-person traffic.
- Maintain accurate and up-to-date records for all students enrolled at the institution by:
- Processing student demographic updates in Workday
- Assisting team with data entry/cleanup
- Processing legal name changes for students.
- Support the Registrar's Office team by:
- Ensuring that all records are complete and accurate.
- Assist with onboarding new employees with training and onboarding resources.
- Providing back-up support for daily processes.
- Collaborating with Information Technology to improve efficiency.
- Directing requests to appropriate office.
- Manage team of between 5-10 student work studies by:
- Initiating hiring process defined by Human Resources in Workday
- Onboarding and training new work studies
- Coordaining work study schedules to ensure office coverage and support
- Providing first line of contact when the work studies need assistance with answering questions
- Ensuring all process documentation is up to date so work students have reference documents
- Assisting students and staff with special verification requests
- Creating letters verifying student enrollment status or GPA
- Processing verification forms students require to have completed by Registrar staff
- Assisting athletic clubs and teams with verification requests so they can participate in tournaments
- Notarizing documents and preparing them to be apostilled **Requirements:**

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- High school degree or GED required
- Bachelor's degree preferred
- Minimum 2 years of experience, Registrar's Office preferred. Experience with student information systems, preferably Workday. Ability to exercise good judgement when dealing with a variety of populations and regulatory issues. Excellent customer service skills, organizational skills, and attention to detail. Microsoft Office skills. Ability to learn new technologies.

FLSA STATUS
United States of America (Non-Exempt)

WPI is an Equal Opportunity Employer that actively seeks to increase the diversity of its workplace. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals with diverse backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit: https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/Systems-and-Operations-Coordinator_R0002996

About WPI
WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI
WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Worcester Polytechnic Institute

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