

Office Administrative Associate, Academic Records
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=251461>

Downloaded On: Jan. 14, 2025 9:10pm

Posted Jan. 13, 2025, set to expire May 8, 2025

Job Title Office Administrative Associate, Academic Records
Department All Jobs
Institution Community College of Philadelphia
Philadelphia, Pennsylvania

Date Posted Jan. 13, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff

Academic Field(s) Administrative Support/Services

Apply Online Here <https://www.click2apply.net/llmgy8CXYDnPLhNLMuVxdN>

Apply By Email

Job Description

Posting Details

Position Information

Position Title: Office Administrative Associate, Academic Records

Requisition Number: SCL00380

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General Description

Under general supervision, requiring the use of independent judgment, initiative and decision making, provides administrative and clerical support for the Academic Records Unit. Primary responsibilities include verifying enrollment status and degree awards, processing academic transcripts, correcting and updating academic records, and processing enrollment error reports from the National Student Clearinghouse. Additionally, the employee must be knowledgeable about related College academic procedures as they impact the support of records maintenance. Occasional extended hours and Saturdays as needed.

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Specific Responsibilities

- Process duplicate PIDMs (Personal Identification Master) in Banner.
- Update student PA Secure Identification information in Banner.
- Prepare and log excused withdrawal requests for review; check for holds and grades, ensure proper documentation is attached, and email students receipt of request.
- Review and process enrollment error reports from the National Student Clearinghouse.
- Process online degree verification from the National Student Clearinghouse.
- Provide clerical support to supervisor.
- Manage Records department email account; research and respond to emails and/or process requests, or appropriately route within the office for proper follow up.
- Ensure proper student enrollment certification and recordkeeping through daily use of computer and online systems.
- Respond to inquiries regarding academic record issues (Enrollment Services counter, phone, email, and correspondence).

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- Prepare and organize work for work study students and staff, and provide training as needed.
- Process academic transcripts as needed.
- Provide assistance with grade adjustments, attendance reporting and the certification of Veterans Education Benefits as needed .
- Provide backup support for Registration counter services and Imaging Unit, as needed.
- Communicate any functional and business process issues to supervisor or appropriate administrator.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all student records, as well as maintain the confidentiality of other documents on behalf of the work area and the College.
- Maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty and staff of varying social, economic, cultural, ideological and ethnic backgrounds.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Deliver quality customer services to both internal and external constituents in a professional, helpful and courteous manner.
- Perform other duties as assigned.

Minimum Qualifications

- High School Diploma or GED equivalent required.
- Minimum of five (5) years of experience in an administrative or clerical support position required.
- Strong communication (oral and written) and interpersonal skills in all media (phone, face-to-face, and email) required to effectively communicate with students, the general public, and College staff and faculty.
- Strong organizational, record keeping and time management skills required.
- Demonstrated excellence in providing customer service to internal and external stakeholders (e.g., students, parents, faculty and the general public) in person, via the telephone and via e-mail required.
- Demonstrated proficiency with MS Word and Excel required.
- Experience working with people from a variety of culturally diverse backgrounds required.
- Full and regular attendance required.
- Professional appearance and demeanor required.
- Ability to work extended hours and occasional Saturdays as needed.

Preferred Qualifications

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- Associate degree preferred from an accredited institution of higher education.
- Prior experience working in a Banner or equivalent environment preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

“Success Starts Here” at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 5

Min Salary: \$18.53

Max Salary: \$32.64



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Job Posting Open Date: 09/30/2024

Type of Position: Classified

Employment Status: Full-Time

Special Instructions to Applicants

Applicant Testing Required:

MS Word

MS Excel

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

Community College of Philadelphia is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website

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- Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
- No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other
4. * Do you have five (5) years of experience in an administrative or clerical support position?
- Yes
 - No
5. * Do you have computer proficiency utilizing MS Word and Excel?
- Yes
 - No
6. * Do you have Banner experience?
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
Community College of Philadelphia

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