Lead Registration Representative (Reg FT)
Community College of Allegheny County

Job Title	Lead Registration Representative (Reg FT)
Department	NA
Institution	Community College of Allegheny County
	Pittsburgh, Pennsylvania
Date Posted	Aug. 27, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Administrative Support/Services
	Admissions/Student Records/Registrar
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Job Description	

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Lead Registration Representative (Reg FT)

Position Title: Lead Registration Representative (Reg FT)

Department: Registration

Campus: North Campus

Additional Information:

Benefits:

Lead Registration Representative (Reg FT)
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CCAC offers an exceptional benefits package. Highlights include an excellent health plan with very low out-of-pocket expense network option, generous time off and holiday pay, a 403b retirement plan with up to 10% employer match or other options through the State's retirement defined benefit pension system, free employee parking, public service (student) loan forgiveness eligible employer, and employer paid benefits including group life insurance, short-term and long-term disability insurance, and flexible spending accounts.

Remote Work Option: Hybrid (May be subject to change)

Work Hours (for hourly positions): Monday - Friday 8:30 AM to 4:30 PM Additional hours, including evening and weekend hours, may be needed to meet the needs of the department.

Salary Grade: SEIU E - $18.39

Job Category: Office Support Staff/Maintenance/Housekeeping

Employment Type: Regular Full-Time

Job Slot: 0692

Job Open Date: 8/22/2025

Job Close Date: 9/5/2025

General Summary: Performs a variety of administrative clerical and secretarial duties for the registration department, which may include preparation of complex correspondence, reports, batch processing, developing filing systems and other analytical assignments.

Requirements:
Education and Experience: High school diploma or GED plus three years of relevant experience gained through previous job related training or education.

Certifications/Licensures: N/A.

Skills/Abilities Requirements: Should possess excellent interpersonal skills in interfacing with faculty, staff and students. Ability to multitask while effectively communicating CCAC policy and procedures to students and their Must be able to operate various office equipment, including a personal computer, and appropriate College software packages or equivalent. Should possess good organizational,

customer service, communication, interpersonal and clerical skills. Detail oriented, ability to multi-task meet deadlines and be a team player. Ability to travel to perform work duties at any campus or center location within the CCAC system. Required to have regular and timely attendance.

Physical Requirements, If Applicable: Must be able to work in a general office environment with the ability to sit for at least 2 hours without interruption.

Duties:
1. Provides quality customer service to both internal and external customers.

2. Welcome and serve students who visit campus in-person or virtual Welcome Center through drop-in or appointment methods.

3. Monitor and respond to student inquiries and requests received via contact center in a timely manner, by explaining processes and procedures, helping to make appointments, referral to appropriate personnel and processing transactions.

4. Monitor and respond to student inquiries and requests received by email and text message in a timely manner, by explaining processes and procedures, referral to appropriate personnel and processing transactions.

5. Process accurate course enrollment for students to include registrations, adds, drops, swaps, withdrawals and waitlists, according to college policies and procedures.

6. Enter change-of-program and pre-requisite waivers received from advisors, department heads or other departments.

7. Monitor waitlists and respond to issues from faculty, advisors, staff and students.

8. Update student demographic information for new and returning students to include address, phones, personal email, chosen name.

9. Facilitate the work process between Advising/Registration and the Registrar's Office (duplicate IDs, registration exceptions, rebills, etc.)

10. Assist students with residency appeals, academic renewal, course substitutions, graduation applications, enrollment verifications and transcript requests.

11. Reviews queries and reports for accuracy; troubleshoot, research and correct student records

identified through quality-control checks or other offices (financial aid, bursar, etc.)

12. Explain student rights and privacy associated with the Family Educational Rights and Privacy Act (FERPA) and assist students with their requests and process Privacy Requests and FERPA Release forms.

13. Maintain the security and storage of student registration records and other documents (electronic/paper), including the scanning and linking process for document imaging; maintain filing systems for confidential materials.

14. Performs various scheduling activities.

15. Maintains and orders supplies; receives, sorts and delivers mail.

16. Prepares bulk mailings and participates in clerical preparations and activities for meetings and various college events.

17. Assists with training temporary others; may assign the work of temporary part-time and work- study student employees.

18. Processes or monitors course substitutions, residency appeals and academic renewal, and develops related correspondence to students.

19. Process applications for credit transfer and advanced standing and send appropriate correspondence to applicants and students.

20. Assist in the certification of graduates and send appropriate correspondence to eligible and ineligible graduation applicants.

21. Run batch processes to facilitate automation of registration and student records (block registration, batch add programs and sample plans, etc).

22. Update knowledge articles and documentation for registration processes and procedures.

23. Assist with the collection and organization of assessment data.

24. Prepare complex correspondence, reports and other documentation; Assist Director with the monitoring and tracking of registration questions and discrepancies to problem-solve registration issues for students.

![AcademicKeys logo - UNLOCKING ACADEMIC CAREERS]

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Posted Aug. 27, 2025, set to expire Dec. 23, 2025

25. Interfaces with students, faculty, staff and outside agencies to exchange information, provide policy interpretation and provide initial assistance in resolving complaints.

26. Arranges for conferences and special events, which include preparing agenda, designing brochures and programs, overseeing registration and scheduling facilities and resources.

27. Prepares and maintains budgetary and other financial information and investigates discrepancies; assists with trip requests as needed.

28. Computes and processes payroll for assigned faculty and staff.

29. Perform all duties in accordance with applicable laws, collective bargaining agreements, board policies and administrative regulations and directives.

30. Performs other clerical duties related to specific/unique needs of the department.

31. Performs other related duties as required or assigned.

Clearances: Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available here.

To view the full job posting and apply for this position, go to:
https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1802

Contact Information

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

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Contact

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