Student Solutions Specialist and Transcripts Coordinator
University at Buffalo, The State University of New York

Job Title	Student Solutions Specialist and Transcripts Coordinator
Department	Registrar
Institution	University at Buffalo, The State University of New York
	Buffalo, New York
Date Posted	Nov. 2, 2023
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Student Services
Job Website	https://www.ubjobs.buffalo.edu/postings/46291
Apply By Email	
Job Description	

Position Summary

The University at Buffalo **Office of the Registrar** seeks to hire a dynamic, **Student Solutions Specialist and Transcript Coordinator** who is passionate about providing exceptional and holistic student service. As a member of the Student Solutions Team, this position will provide personalized, concierge-style student service primarily in-person as well as via phone, email and live chat. The Student Solutions Specialist and Transcript Coordinator will provide supervision and leadership to the Transcripts team; ensuring exceptional and prompt service to students and alumni as while as preserving the accuracy and integrity of the student record. This is an in-person, on campus position with no remote work opportunities. This position reports to the Associate Registrar.

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Key accountabilities and responsibilities

- Contribute to student success and retention by providing personalized, concierge- style student service in person and via phone, email and chat.
- Provide leadership and supervision of the transcripts and certification team, processing transcript requests, completing professional certification forms, and ensuring exceptional customer service
- Utilize the student information system (Peoplesoft Campus Solutions) to perform needed transactional updates to student records
- Collaborate with colleagues across campus to ensure consistent and cohesive student service
- Perform transactions within the following areas: enrollment, cross registration, degree conferral, diplomas, transcripts, academic withdrawal, degree applicable credit and provide customer service to address common student questions
- Perform testing related to system upgrades.

We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The Registrar department serves a diverse constituency of patrons, and our employees, services and policies strive to honor and reflect this diversity. We encourage candidates who thrive in a welcoming multicultural environment to apply.

The Office of the Registrar serves as the home for student academic records and related services. We preserve the integrity of the academic record and student data while providing high quality, student-centered services. We collaborate with others across the university to support the attainment of related university goals. We are a smart, innovative team of nearly 30 which seeks to regularly improve the student and faculty services that we provide. Our office is a supportive and collaborative environment where we value and respect one another, and foster enjoyment of and pride in our work. There are many opportunities for professional development and participation on working groups and committees, as well as office activities and events.

Outstanding Benefits Package
Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit – all in an effort to support your work-life effectiveness. Visit our benefits website to learn about our **benefit packages**.

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About The University at Buffalo

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the **University at Buffalo**.

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

Bachelor's degree required with 1 year of customer or student service experience with competencies in the following areas:

- Exceptional interpersonal communication skills (oral and written) with a highly developed degree of tact and diplomacy exhibiting understanding, appreciation and respect for all individuals in a diverse environment.
- Strong working knowledge of MS office applications required including Word, Excel, and PowerPoint.
- Exceedingly well organized, possess high attention to detail and display accuracy in all areas of responsibility. Must be able to work independently and exhibit good judgement.
- Possess and display a high-level of customer service to all constituents.

Preferred Qualifications

- More than 1 year professional work experience in a higher education setting with a focus on student service, student record management, transcripts and certification or enrollment reporting.
- Experience with PeopleSoft Campus Solutions.

Contact Information

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

Contact

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