



University of Maryland

Office of the Registrar

Position Title: Assistant #102549

Category: Exempt, Regular Full-time

Responsibilities:

Provide excellent customer service and maintain accurate student records in a cross-functional team to include interactions with students, the advising community and administrative offices (e.g. Bursar, Undergraduate and Graduate Admissions, OES, etc.) to resolve registration, waitlist, billing, grading and other student problems. Regularly handle confidential and sensitive student record and academic performance information. Provide leadership and support for the academic and administrative community and recommend new policies and procedures to meet campus needs. Communicate and interpret information using comprehensive knowledge of institutional and federal policies and procedures as they relate to student populations, as well as special program and departmental issues/requirements. Handle special projects and assist with peak workload issues. Provide administrative assistance to a variety of off campus sites & special populations, including but not limited to: Education Outreach, School of Public Affairs Executive Programs, Shady Grove Student Services, Orientation Programs, DC Consortium and Inter institutional Enrollment. Review and recommend enhancements to existing online services and understand the relationship of such systems to the mainframe Student Information System (SIS). Improve web based resources for student and internal use, including Website creation and updates.

Qualifications:

Bachelor's degree or an equivalent combination of education, training and/or experience may be substituted for the degree on a year for year basis. Two years of customer service experience required (ideally at a large research institution). Excellent communication (in-person, telephone, email) and interpersonal skills are required to interact with various on campus and off-campus populations. Website creation/updating skills are preferred

Salary: Low to Mid 30's

The University of Maryland, College Park, actively subscribes to a policy of equal employment opportunity, and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, religion, ancestry or national origin, marital status, genetic information, or political affiliation. Minorities and women are encouraged to apply. Please submit resume @ jobs.umd.edu.