



Position Description

Academic Services Coordinator

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, three references, and your salary requirements. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until the job is filled.
- Interviews will begin when qualified applicants are identified and continue until a hiring decision is made.
- The job starts as soon as possible.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will check references of past employers and personal references. We will acknowledge receipt of your application as soon as we receive it.

ADMINISTRATIVE INFORMATION

POSITION TITLE: Academic Services Coordinator

POSITION'S OPERATING GROUP: Office of the Provost

OPERATING GROUP'S PURPOSE AND MAJOR RESPONSIBILITIES: The purpose of the Provost's Office is to create and deliver the University's academic program so that students gain the skills, knowledge, and experiences need to achieve career, life, and citizenship success. The major responsibilities of the office include the determination and selection of all faculty, the design and delivery of all academic curricular and academic co-curricular activities, and the design and delivery of all support and information services required to maintain University accreditation and increase student success in all academic areas of the University.

POSITION'S DEPARTMENT: Office of the Registrar

DEPARTMENT'S PURPOSE AND MAJOR RESPONSIBILITIES: The purpose of the Registrar's Office is to provide and continually improve academic support services to students, alumni, faculty, and staff. The major responsibilities of the office include maintaining the accuracy, integrity, and security of the University's academic records and promoting equity by developing and supporting effective policies and processes.

POSITION'S DIRECT SUPERVISOR: Registrar

DATE POSITION LAST REVIEWED OR ANALYZED: July 2023. Provost and Registrar.

POSITION'S EMPLOYMENT STATUS: Staff, Full-Time, Non-Exempt, At-Will

POSITION'S SALARY OR SALARY RANGE AND BENEFITS: Salary to be determined at hiring based on the person's qualifications and experience. Please submit your desired salary with your application and supporting documents. Benefits are available for full-time employees.

POSITION INFORMATION

POSITION SUMMARY: As a key member of the Office of the Registrar and the Enrollment Management Team, this position assists and advises students, parents, and the campus community by serving as a designated initial point of contact to find the answer to any questions that may arise.

POSITION WORKS WITH: All constituents of the University to include administrators, staff, faculty, students, and alumni.

POSITION'S STAFF AUTHORITY: None

POSITION'S BUDGET AUTHORITY: None

POSITION'S PHYSICAL WORKING CONDITIONS: This position is in a typical office environment and will be subject to long periods of sitting and also requires standing, stooping, filing, keyboarding/typing, speaking, seeing, hearing, walking, and other similar motions and activities.

POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS: None

POSITION'S EQUIPMENT: University phone system, University computer system, desktop computer

POSITION'S WORK SCHEDULE: Typical office hours, with occasional evening or weekend hours as required by special needs or events

TRAVEL REQUIREMENTS: Less than 10% and usually related to off-campus meetings and professional development activities.

POSITION RESPONSIBILITIES AND PERFORMANCE MEASURES

POSITION'S ESSENTIAL DUTIES:

1. **STUDENT RECORDS (50%):** The Academic Services Coordinator is responsible for the collection, retention, accuracy, and reporting of student records to guide university decisions and to support University compliance with FERPA, HEOA, HLC/Accreditor, Federal, and State guidelines.
 - a. Prepare and issue outgoing official student transcripts.
 - b. Confirm degree verifications for students who have met graduation requirements.
 - c. Process course substitutions, change of information requests, add/drop forms, graduation applications, and other documents as required by the Office of the Registrar.
 - d. Process, enroll, and document cross-registered students, dual credit enrollments, and non-degree seeking students.
 - e. Coordinate receipt of all incomplete grades between the Office of the Registrar and faculty instructors.
 - f. Daily profile updates of incoming student records.
 - g. Communicate with faculty on staff on students needing to be excused from classes.
 - h. Complete student degree checks as requested by students and faculty.
 - i. Understand and have a working knowledge of the policies, processes and procedures performed by the Office of the Registrar.
2. **HELP DESK (40%):** Academic Services Coordinator is responsible for maintaining a friendly, collegial relationship with all university constituents and alumni while operating within university policy and FERPA guidelines.
 - a. Greet all students, faculty, staff, and visitors upon arrival at Student Services, providing assistance with all questions through the point of resolution.
 - b. Respond to telephone calls, emails, in-person visits, and other forms of inquiries with guidelines of FERPA.
 - c. Assist students to complete forms and applications required for enrollment or financial assistance.
 - d. Troubleshoot registration process, MyKWU, and technical issues for faculty and students.
 - e. Convert student login data files to excel format.
3. **OTHER POSITION DUTIES (10%):**
 - a. Gather and prepare necessary documentation and participate in special events (Coyote Enrollment Days, Commencement, etc.).
 - b. Evaluation and enrollment of Wesleyan Journey applications.
 - c. Order office supplies and code expenses.
 - d. Perform other appropriate and reasonably required duties as assigned by the job's supervisor.

POSITION'S PERFORMANCE MEASURES AND STANDARDS: Actual performance standards for each measure will be set at least annually after consultation between the job holder and their direct supervisor based on the job holder's existing qualifications and experience.

1. Provide timely, precise guidance and support to students as they work toward degree completion, as well as faculty and staff involved in the graduation process.
 - a. Faculty advisor support
 - b. Student tracking to graduation
2. Ensure that the University maintains accurate personal, academic, and enrollment records for its entire student population, past and present, and provide access to data derived from these records only when appropriate.
 - a. Student official educational record
 - b. Privacy (FERPA)
 - c. Parental/family guidance in release of sensitive information
 - d. Student completion information
3. Demonstrate a philosophy of proactive leadership, collaboration, and continual assessment that improves outcomes within the office and throughout the University.
 - a. Construct/maintain a set of business practices
 - b. Integrity of educational and institutional records
 - c. High level of customer service
 - d. Maintain an atmosphere of civility and collegiality
4. Professional development procurement regarding Federal and State guidelines and expectations as appropriate to the Registrar's Office.
 - a. Attendance at conferences, webinars, symposiums, forums, or conventions.

POSITION QUALIFICATIONS

EDUCATION:

- **MINIMUM REQUIRED:** Associates Degree
- **PREFERRED:** Bachelor's Degree

CERTIFICATIONS AND LICENSES:

- **MINIMUM REQUIRED:** None
- **PREFERRED:** None

WORK EXPERIENCE:

- **MINIMUM REQUIRED:** Two years of administrative/office experience.
- **PREFERRED:** More than two years of administrative and customer service experience, preferably in the education field with a thorough understanding of student records, FERPA, and federal guidelines

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA's:

- **MINIMUM REQUIRED**
 - A positive attitude and ability to plan and adapt to change.
 - Ability to effectively manage relationships and collaborate with staff, faculty and student populations.
 - Proven ability to communicate effectively and participate effectively in a team-oriented environment.
 - Able to think critically and make reasonable decisions in a fast-paced environment.
 - A strong commitment to customer service.
 - Excellent communication and interpersonal skills.
 - Working knowledge of Microsoft Office Suite, particularly Word and Excel.
 - The ability to prioritize and work on multiple projects simultaneously.

- PREFERRED
 - Experience in student information systems, particularly Jenzabar.
 - Knowledge of academic curriculum and curricular policies and procedures
 - Understanding of the Family Education Rights and Privacy Act (FERPA) and the ability to interpret and apply other federal, state, and institutional regulations and rights.

NOTICE OF SPECIAL JOB OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of Kansas Wesleyan University, all employees of Kansas Wesleyan are to be considered as an “at-will” employee.
3. All employees of Kansas Wesleyan University are considered “responsible employees” pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. To fulfill its mission as a Christian institution, preference in hiring shall be given to persons who can affirm the Institution’s mission.
5. All “offers of employment” are subject to a criminal background check prior to employment.