



Job Title	Registrar Specialist I, II	Job Code	ES0325, ES0327
Pay Plan	USPS	Pay Grade	14
Union	AFSCME	FLSA Status	Non-Exempt
Job Family	Enrollment Services	Union Code	022
		Subfamily	Registrar

Job Family & Subfamily Summary

Enrollment Services Professionals participate in activities related to academic admissions, registration, financial aid services, and orientation for current and potential university students.

Registrar Professionals create, update, and maintain course and class data. Perform operations such as course and class data. Perform operations such as course registration and scheduling, class changes and additions, maintenance of student records, and degree audits.

Job Summary

Manages and supports the Registrar's front desk and teleconference room helpline and the personnel, assists students with registration questions and issues, and is responsible for the functions and quality of customer service provided from those areas.

Representative Duties

1.
 - Supervises and supports all processes and staff for the Registrar's Office front desk and teleconference room which supports all customer services functions in the Registrar's Office
 - Assists faculty, staff, and students with registration issues via e-mail, phone, and in person
 - Processes credit card and check payments as well as Registrar deposits for UCF transcripts, diplomas, records requests, and deposits for the UCF Registrar
 - Interprets and supports UCF and Registrar's policies and procedures
 - Supports new and transfer student orientation sessions

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
See Level Addendum below		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

Level Addendum

Career levels exhibited in this role are listed below. The extent of representative duties listed above will vary in accordance with level of scope, autonomy, and experience described below.

Level I

- 4+ years of relevant work experience
- Work is closely supervised
- Problems faced are not typically difficult or complex
- Explains facts, policies and practices related to job area

Level II

- 5+ years of relevant work experience
- Works independently with general supervision
- Problems faced are difficult but typically not complex
- May influence others within the job area through explanation of facts, policies and practices

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.