

# UNIVERSITY OF DALLAS

**Support Staff Specialist**  
Office of the Registrar

Job Number: 9858UD  
Date Posted: November 10, 2020

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## WHO WE ARE

The University of Dallas (UD) is a Catholic liberal arts university known for its excellence in academics. We have consistently ranked as one of the top regional universities in the country, holding a place on both U.S. News & World Report's list of the Best Regional Universities (West) and Forbes' Best Value Colleges. We are dedicated and guided by our [Mission](#) and thrive on professional development, a family-oriented environment, our rich traditions and exceptional employee benefits.

## JOB DESCRIPTION

UD is currently seeking a Support Staff Specialist who will be responsible for processing transcripts upon request, and for long term preservation, organization and distribution of the University's digitized materials. This position will also identify goals for preservation and dissemination of materials, and establishes and maintains a sustainable process for archiving and retrieving resources.

## PRIMARY RESPONSIBILITIES

- Create an effective & efficient student-centered, service-oriented atmosphere that provides excellent customer service. This includes, but is not limited to,
  - Answering the telephone and responding to emails promptly
  - Timely processing of students' changes to the student records accurately and in compliance with academic, regulatory requirements, including adherence to FERPA guidelines, with accuracy, timeliness, and student-centered professionalism
  - Providing customer service to walk-ins with registration needs, forms, class & exam schedule, and other questions
  - Processing transcripts, verifying enrollment and loan deferments
  - Assisting with supervision of student workers
  - Maintaining and updating the registrar's web page
- Manage the course evaluation process
  - AP Scores
  - Transfer credits
- Manage athletic eligibility reporting
- Serve as an active Registrar Office team player and provide assistance with:
  - Assisting with National Student Clearinghouse enrollment reporting
  - Maintaining files and purging records/files according to the record retention schedule
  - Generating reports and correcting data
  - Helping with registration, transcripts, enrollment verification, and end of term processes.
  - Providing resources for document imaging processing, such as web resources, training, access forms, and documented processes
  - Other duties as assigned.

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## MINIMUM REQUIREMENTS

- Bachelor's degree in a related field.
- Familiarity with student information databases.
- Able to deal with interruptions and work in a fast-paced office environment.
- Excellent attention to detail.

## PREFERRED QUALIFICATIONS

- Two to three years of relevant experience planning and managing a digital archives program preferred.
- Knowledge of FERPA requirements and related regulations governing the security of student information.

## ADDITIONAL INFORMATION

- May require irregular work hours, such as evenings and/or weekends, during office events (e.g. orientation, graduation).

## BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, life and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; free tuition for employees and their families; and matching retirement plan contributions.

If this sounds like the job for you, apply online at: <https://hr.udallas.edu/apply/>

**The University of Dallas seeks to recruit, develop, and retain faculty, staff and administration of the highest caliber.**

**The University is an Equal Opportunity Employer, and encourages applications from female and minority candidates and others who will enhance our community and advance our Mission.**