UNIVERSITY OF DALLAS

Job Number: 13519UD

Student Services Coordinator

Date Posted: June 13, 2023

WHO WE ARE

The University of Dallas is a Catholic university that seeks to educate the whole person, encouraging its students to pursue wisdom, truth and virtue as the proper and primary ends of education. We have consistently ranked as one of the top regional universities in the country. All employees are expected to understand and support the mission.

JOB DESCRIPTION

UD is currently seeking a Student Services Coordinator responsible for creating an effective, efficient, student-centered, service-oriented atmosphere that provides excellent customer service while providing front-line registration, matriculation, and graduation support for faculty, staff, and students on behalf of the Registrar's Office.

PRIMARY RESPONSIBILITIES

• Answer telephone and respond to emails promptly.
• Process timely changes to student records accurately and in compliance with academic, and regulatory requirements, including adherence to FERPA guidelines, with accuracy, timeliness, and student-centered professionalism.
• Provide customer service to walk-ins with registration needs, forms, class, exam schedules, and other questions.
• Assist with maintaining and updating the department's web page.
• Assist with reviewing degree audits, including interpreting them for students and faculty and identifying and communicating issues.
• Serve as an active Registrar Office team player and assist with:
  • Help with maintaining files and purging records/files according to the record retention schedule.
  • Generate reports and correct data.
  • Help with registration, transcripts, enrollment verification, and end-of-term processes.
  • Provide resources for document imaging processing, such as web resources, training, access forms, and documented processes.
• Other duties as assigned to ensure the efficient and effective operation of the Office of the Registrar.
MINIMUM REQUIREMENTS

- Bachelor’s degree in related field and one year of relevant experience.
- Familiarity with student information databases and reporting tools.
- Proficient with Microsoft Office, including Access, Excel, Word, and Outlook.

PREFERRED QUALIFICATIONS

- Knowledge of FERPA requirements and related regulations governing the security of student information preferred.
- Experience working with a student information system, such as Banner, DegreeWorks, DegreeVerify, Clearinghouse etc. preferred.

ADDITIONAL INFORMATION

- Familiarity with and support for the university’s Mission.
- Ability to quickly learn new systems and processes.
- Ability to work independently and as part of a team.
- Ability to work with numbers and forms, including data entry.
- Excellent attention to detail.
- Able to deal with interruptions and work in a fast-paced office environment.
- Excellent communication skills, written and oral.
- Ability to maintain a high level of confidentiality.

BENEFITS

UD provides competitive pay and benefits, including eligibility to participate in medical, dental, vision, life and disability insurance; employee events; a health and wellness program; a free fitness center; competitive leave programs; tuition waiver, tuition exchange 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/](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.