



POSITION DESCRIPTION

North Dakota University System

PART A - Identification, Duties/Responsibilities, and Task Inventory

(#'s 1-12a must match HRMS or left blank and include a Position Request/Change form)

1. Name of Employee:		1a. EmpID #:	
2. Position #:00013706	2a. Dept. ID #:2090	2b. Current or Recommended Salary: 32,000	
3. Band #/Title: 5000: Office Support		3a. Job Family #/Title: 5105: General Clerical	
4. Functional Title: Service Area Clerk			
5. Please check all that apply			
5a. Type of position:	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part-time	IF Part-Time, FTE Percentage: _____%	
5b. Length of Position:	<input type="checkbox"/> 9 month <input type="checkbox"/> 10 month <input type="checkbox"/> 11 month <input checked="" type="checkbox"/> 12 month	<input type="checkbox"/> Other Month _____	
6. Institution: University of North Dakota		7. Division: Academic Affairs	
8. Department: Office of the Registrar		9. Unit: Records/Service Area	
10. Work Mailing Address:264 Centennial Drive, Stop 8382, Twamley Hall Room 201		11. Work Phone: 701-777-2711	
12. Name & Title of Supervisor: Marci Mack, Associate Registrar		12a. Supervisor Posn # : 00014135	
<p>13. What is the function/mission of your department? The Office of the Registrar serves all academic areas of the University and every student, current and former. The Office creates and maintains the academic record for each student enrolling through UND's instructional delivery system; therefore, the Office is primarily and solely responsible for the academic transcript of the University of North Dakota. The Registrar's Office is charged with the responsibility of recording, monitoring, and implementing all academic policy and procedure relative to earned credit, transferred credit, curriculum, registration, grade processing, and University degree requirements. The Office evaluates transfer transcripts, maintains articulation agreements, posts degrees, and prepares diplomas. The Office implements and maintains the electronic degree audit. Services provided by the Office include transcripts, loan deferments, enrollment verifications and University Senate committee support. The Office collects official data and provides statistical support to the institution and to state and federal agencies. The Registrar is the certifying officer for academic athletic eligibility and the Office monitors and certifies academic eligibility for all student athletes. The Registrar serves as Secretary to the University Senate and is an officer of the institution.</p>			
<p>14. What is the purpose of your position? (Why does the position exist, how does the position function within the work unit?) This position is part of the service area team in the Office of the Registrar. The purpose of this position is to assist students, faculty, staff and the general public in the service area and on the telephone; and to release information within the guidelines of the Family Educational Rights and Privacy Act. Primary duties include processing and distributing transcript orders and assisting students with transcript requests. Additional duties include: assisting students, staff, and faculty with questions. Distribute materials needed for processing by the office, providing back up for phones and other staff members and assisting with other office duties.</p>			
<p>15. Is this position essential during emergencies/closures? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Essential personnel may be required to work during emergencies and closures affecting UND depending on staffing levels required for that particular situation.)</p>			

PART A - 16. Duties/Responsibilities

⇒ **Indicate Essential/Secondary.** The following questions should be taken into consideration in the determination:

- Is the duty/responsibility the reason the job exists?
- Is this a highly specialized task or one that requires special education, training, licensure?

If the answer is yes, the duty is “essential”.

- What is the percentage of time spent on the function?

If the answer indicates a great % of time, the duty is probably “essential”.

- What are the consequences to others or the institution of a failure to perform the function?

If the answer indicates a high level of accountability, the duty is “essential”.

NOTE: See Position Description Instructions and examples.

Duty/Responsibility No.	Percent of Time 65	Statement of duty/responsibility (used for evaluation/review of performance): Prepare and record, mail and/or dispense transcripts.
For ADA compliance, see instruction. Responsibility is: <input checked="" type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
<p>Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)</p> <ol style="list-style-type: none"> 1. Process transcript requests received through National Student Clearinghouse online ordering service. 2. Process transcript requests received by mail or in person. 3. Print records in house, via CampusConnection and Perceptive Content or prepare them for electronic transmission. 4. Locate microfilmed records using Access database. 5. Operate microfilm reader/printer. 6. Proof all transcripts before dispensing. 7. Prepare transcripts for delivery by the United States Postal Service, FedEx, and electronic exchange or in person. 8. Notify Student Account Services of transcripts requested by students with outstanding bills. 9. Prepare deposits and submit to Student Account Services. <p>Monitor NSC site for “Requests In Process” and “Request With Holds” and update as needed.</p>		

Duty/Responsibility No.	Percent of Time 15	Statement of duty/responsibility (used for evaluation/review of performance): Assist students, staff, and faculty and release information within the guidelines of FERPA; provide back-up assistance at the service window and phones; and assist with total office duties
For ADA compliance, see instruction. Responsibility is: <input checked="" type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
<p>Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)</p> <ol style="list-style-type: none"> 1. Answer questions and distribute, as requested, materials for registration/change of registration, change of name, application for readmission, application for graduation; etc. 2. Process registration and change-of-registration forms. 3. Assist students at computer area. 4. Verify requested academic and demographic information. 5. Prepare and supply course descriptions as requested. 6. Answer general questions and direct public to correct UND office. 7. Cover phones and breaks for other staff members. 8. Other duties as assigned. 		

Duty/Responsibility No.	Percent of Time 20	Statement of duty/responsibility (used for evaluation/review of performance): Process verification of enrollment for student loan deferments, insurance purposes, etc.; and verify degree(s) earned.
For ADA compliance, see instruction. Responsibility is: <input checked="" type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		
<p>1. Verify student enrollment as requested by students for lending agencies and insurance companies.</p> <ol style="list-style-type: none"> a. Complete release forms when requests are received by mail or telephone. b. Use computer to verify enrollment. c. Send forms to the National Student Clearing House as required. d. Use microfilm records when needed. e. Prepare forms not submitted to Clearing House (any form requiring GPA, Canadian forms, and scholarship forms), affix seal and mail. <p>2. Verify degree(s) earned.</p> <ol style="list-style-type: none"> a. Use computer to verify. b. Use microfilm records when needed. 		

Duty/Responsibility No.	Percent of Time	Statement of duty/responsibility (used for evaluation/review of performance):
For ADA compliance, see instruction. Responsibility is: <input type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		

Duty/Responsibility No.	Percent of Time	Statement of duty/responsibility (used for evaluation/review of performance):
For ADA compliance, see instruction. Responsibility is: <input type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		

Duty/Responsibility No.	Percent of Time	Statement of duty/responsibility (used for evaluation/review of performance):
For ADA compliance, see instruction. Responsibility is: <input type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		

Duty/Responsibility No.	Percent of Time	Statement of duty/responsibility (used for evaluation/review of performance):
For ADA compliance, see instruction. Responsibility is: <input type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		

Duty/Responsibility No.	Percent of Time	Statement of duty/responsibility (used for evaluation/review of performance):
For ADA compliance, see instruction. Responsibility is: <input type="checkbox"/> Essential <input type="checkbox"/> Secondary (Please check one)		
Tasks involved in fulfilling the above duties/responsibilities (include description for physical and mental/cognitive demands)		

**PART B – Required Experience,
Characteristics and Ability**

1. EDUCATION/KNOWLEDGE REQUIREMENT - Minimum education required to perform adequately in position could reasonably be attained only by completing the following (if you were to recruit today, what qualification would you require?)

<p>REQUIRED EDUCATION/TRAINING (choose one)</p> <p><input type="checkbox"/> less than high school diploma <input checked="" type="checkbox"/> high school diploma or GED</p> <p>COLLEGE LEVEL (choose one) <input type="checkbox"/> 1 year <input type="checkbox"/> 2 year <input type="checkbox"/> 3 year <input type="checkbox"/> 4 year <input type="checkbox"/> Associate's <input type="checkbox"/> Bachelor's</p> <p>GRADUATE LEVEL (choose one) <input type="checkbox"/> 1 year <input type="checkbox"/> 2 year <input type="checkbox"/> post-graduate</p>	<p>Major field of study or degree emphasis (accounting, economics, etc...)</p> <hr/> <p>Specialized subject knowledge (cost accounting, MACRO economics, etc.)</p>
--	--

Minimum Qualifications:

High School Diploma or Equivalent
Experience working with Microsoft Word, Excel and Outlook.
Successful completion of Criminal History Background Check

Valid Driver's License
 Other License(s) or Certification(s) _____

Preferred Qualifications:

Experience with Microsoft Access
Experience with records and registration, especially student information systems.
PeopleSoft experience in a higher education setting.
One year of college.

Competencies required: (i.e. ability to..., demonstrated leadership skills, strong communication skills)

Requires proficiency with common computer applications (ex: Word, Excel Internet, Outlook).
Requires strong oral and written communication skills.
Must possess excellent interpersonal and organizational skills.
Must be experienced in handling confidential information.
Must have knowledge of general office policies and procedures and office equipment
Must be detail orientated.
Must have ability to multi-task and to work with interruptions in a busy work environment.

Work safety requirements:

- Follow safety rules and promote safe behavior
- Help identify unsafe working conditions and notify supervisor or Office of Safety
- Ensure the safety policies and procedures are being followed
- Report incidents and near misses to supervisor or Office of Safety within 24 hours
- Complete all required safety and other mandatory training requirements

Work habit requirements:

- Attendance and punctuality consistently maintained; follows correct procedures for notification
- Use work time appropriately for work activities; attend meetings promptly
- Demonstrate flexibility in scheduling and accepting work assignments
- Follow procedures for requesting leave and reporting absences; provide necessary documentation/releases
- Remain calm, professional, and collegial in all circumstances

2. RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING CLASSIFIED POSITIONS		
Position Number	Job Family and Title of Persons Supervised	FTE
	TOTAL	
3. INDIRECT SUPERVISION:		Total number of classified positions indirectly supervised:
Total number of student employees or other non-classified employees indirectly supervised:		

4. HAZARDOUS WORKING CONDITIONS	Unusual or hazardous working conditions related to performance of duties:
	Precautionary measures taken to avoid those unusual or hazardous working conditions:
	Frequency of occurrence of unusual or hazardous working conditions:

5. This position is classified as: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt (eligible for overtime)		
<u>Executive</u> <input type="checkbox"/> Meets FLSA Salary Requirements	<u>Administrative</u> <input checked="" type="checkbox"/> Meets FLSA Salary Requirements	<u>Professional</u> <input type="checkbox"/> Meets FLSA Salary Requirements
<input type="checkbox"/> Primary duty is management of the enterprise or recognized department/subdivision <input type="checkbox"/> Does the employee have the authority to hire or fire or provide suggestions/recommendations to hire, fire, promote or change status of other employees	<input checked="" type="checkbox"/> Primary duty is office/non-manual work related to management policies/general business operations <input type="checkbox"/> Work directly related to academic instruction or training	<input type="checkbox"/> Primary duty is work requiring knowledge of advanced type in science or learning <input type="checkbox"/> Work is original and creative in a field of artistic endeavor <input type="checkbox"/> Work is teaching in educational institution <input type="checkbox"/> Work requires theoretical/practical application of highly specialized knowledge in computer systems analysis, programming and software engineering and employee is employed and engaged in these activities
<input type="checkbox"/> Customarily and regularly directs the work of two or more other employees	<input type="checkbox"/> Customarily and regularly exercises discretion and independent judgment in matters of consequence	<input type="checkbox"/> Work requires consistent exercise of discretion and judgment

6. PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand		X		
Walk		X		
Sit			X	
Use hands dexterously (use fingers to handle, feel)				X
Reach with hands and arms		X		
Climb or balance		X		
Pulling/Tugging/Twisting		X		
Stoop/kneel/crouch or crawl		X		
Talk or hear				X
Taste or smell	X			
Lift & carry: up to 10 pounds		X		
up to 25 pounds		X		
up to 50 pounds	X			
up to 75 pounds	X			
up to 100 pounds	X			
more than 100 pounds	X			

Other (Please Explain):

My signature below indicates I have read and understand the description of the duties and responsibilities assigned to the position. I also understand that my supervisor and the institution has the right to make changes to duties and work schedule to meet business needs.

Employee's Signature

Date

Supervisor's Signature

Date

PLEASE ATTACH A BLACK AND WHITE ORGANIZATIONAL CHART