

## **Administrative Specialist in Registrar Office**

### **Duke Kunshan University**

#### **Job Description**

##### **Position Overview:**

Assists the Assistant Registrar by completing university registration activities, including scheduling of classes, student registration, and preparation of reports. Provides service to students, faculty and staff by answering phone inquiries and advising students on use of online registration processes and faculty on online grade submission processes. Responsible for scheduling rooms for classes.

##### **Reports to:**

Associate Registrar

##### **Essential Duties:**

- Develops, builds, and maintains the schedule of classes each semester.
- Works with instructors to assess academic course facilities needs and schedules classes to match classroom types appropriate to the size and instructional needs of the courses.
- Advises and instructs students on use of online registration systems, including book bagging, enrollment, apply for graduation and etc. in the Student Information System.
- Manages all program registration, waitlist, and drop/add activities; monitors course/section enrollments as needed;
- Processes student informational changes and updates, including name changes, address changes, contact information changes and etc.
- Assists with special student program management, such as withdrawal, major change, grade change, and other duties as assigned.
- Processes students' transcript requests for proper payment. Assists in maintaining accurate transcript files for each term. Sends student transcripts upon request or as required to appropriate third parties.
- Processes enrollment verifications and other student approved, initiated verification and validation requests.
- Organizes, maintains and archives as necessary all sorts of incoming documents.
- Other tasks as assigned.

- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

**Required Qualifications:**

- Minimum of two-year experience in an office setting is required. Records management experience in higher education or similar setting is preferred.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the campus community.
- Ability to handle basic decision making and assess importance/priority of tasks or assignments and meet deadlines.
- Ability to communicate, document, and train others on basic registration, data entry and related office policies and procedures.
- Fluent spoken and written Chinese and English.