

**Alverno College**  
**Non-Exempt Job Description**

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**Position Title:** Registration Specialist

**Department:** Registrar's Office

**Date:** 6/16/2026

**Reports To:** Registrar

**Status:** Full-time

**Primary Function:** Provide assistance to students, faculty and staff for all Registrar services such as registration, transcripts, and graduation. Maintain accurate academic records for past and present undergraduate and graduate students and alumni.

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**Principal Responsibilities**

- Respond to phone, e-mail and in-person inquiries regarding Registrar Office procedures, general college policies and student record verification for past and present students. These inquiries must be responded to in accordance with federal regulations and college policies on the release of information, ensuring that student information is only rightfully released.
- Review and process forms submitted by e-mail and in-person. Ensure that forms have complete information with appropriate signatures and documentation as needed. Follow up with students and faculty as necessary. Update student records according to request.
- Provide support to students, faculty and staff regarding Registrar Office procedures, interpreting and explaining college requirements, policies and procedures.
- Record examination score results for ACT and SAT entrance exams, Advanced Placement (AP), College Level Examination Program (CLEP), International Baccalaureate (IB), institutional placement testing and institutional prior learning credit. Ensure that appropriate credit and/or placement is awarded.
- Prepare and provide Grade Point Equivalent (GPE) reports to students upon request.
- Process graduation applications, entering necessary codes and information for accurate auditing of degree completion and commencement eligibility.
- Research and provide course descriptions to students and faculty upon request.
- Update student demographic information upon request with appropriate documentation for change of name and address.
- Create and maintain forms for use by students and faculty along with flyers and graphic calendars.
- Create all incoming student files. Process all new student academic record documents received from the Admissions Office. Check files for complete high

school and college transcript information, communicate with students to obtain documents and apply registration holds as appropriate.

- Produce and provide reports to departments for verification of holds prior to registration periods.
- Update student academic records with major/minor changes, including verification and update of catalog year according to college policy, alerting Assistant Registrars to changes impacting a graduation application.
- Provide registration assistance to students, enrolling as necessary, while educating students on how to resolve holds, request permits and utilize self-service. Ensure that appropriate permissions are obtained by the student and documented for their file.
- Run waitlist processing to ensure that students are notified of available seats in a timely manner. Oversee the transcript request and production process by serving as liaison to transcript vendor. Investigate transcript order issues and collaborate with vendor representatives in resolving them.
- Oversee the diploma printing process, serving as liaison to the diploma vendor. Place end-of-term and reprint/replacement diploma orders, resolving customer service inquiries from students, resolving production issues with vendor.
- Produce and provide military recruitment reports in accordance with the Solomon Amendment.
- Liaise with multiple third-part vendors and place supply orders as needed. Maintain departmental supplies, including but not limited to diploma covers, mailing envelopes, transcript log paper and office supplies. Perform routine office functions such as copying and filing and, on occasion, oversee student workers assigned to these tasks.

### **Qualifications**

1. Associate degree or equivalent is required.
2. At least three years of professional office work with customer service experience is required. Experience working in a collegiate setting is preferred.
3. Ability to consistently demonstrate excellent interpersonal skills in dealing with persons both internal and external to the College, both in person and on the telephone. The ability to work effectively as a member of a small staff where teamwork, cooperation and shared responsibilities are the rule.
4. Knowledge of and ability to use computer-based systems such as Microsoft Office and Google, including database management.
5. Strong written communication skills including the ability to read, interpret, edit and finalize documents.

6. Ability to deal with several tasks and problems concurrently. This requires a person who is well organized, detail-oriented, flexible and able to effectively prioritize tasks, often under the pressure of important deadlines.
7. Ability to exercise discretion with regard to personal and confidential information.

### **Working Conditions**

General office environment with activity peaks (primarily occurring during the weeks before the start of the two academic terms, the end of academic terms and during the start of registration periods).

### **How to Apply**

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

**Please attach your cover letter, resume, and list of references to the online application**

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact [HR@alverno.edu](mailto:HR@alverno.edu).

*Alverno College is an Equal Opportunity Employer and committed to workplace diversity*