



Staff Vacancy

UNIVERSITY
OF
LOUISIANA
Lafayette™

POSITION: Assistant Registrar

EEO# AA 4-17

RESPONSIBILITIES:

The Assistant Registrar is an unclassified position reporting to the University Registrar. The Assistant Registrar is responsible for all customer service operations provided by the “One Stop” customer service area of the Registrar’s Office. These services include, but are not limited to: assisting customers at the main counter, over the telephone, and via email; processing enrollment verifications; processing official transcripts; processing various updates to student records; and processing residency requests.

The Assistant Registrar will ensure that all customer services are provided in an effective, efficient, courteous, and professional manner, while maintaining the highest level of confidentiality and adhering to university, state, and federal policies/regulations.

In this role, the Assistant Registrar is responsible for:

- Ensuring effective and efficient customer service is provided to various university customers in-office, over the telephone, and via email
- Maintaining the Registrar’s Office online chat services for students
- Providing enrollment verifications to current and former students
- Processing all changes to student residency and providing assistance to students in matters involving requests to be considered a resident for tuition purposes
- Supervising and training staff and student workers responsible for transcript production, customer service, enrollment reporting, and various other tasks
- Maintaining the highest level of confidentiality relative to student records and other matters typically associated with a Registrar’s Office
- Participating in continual efforts to streamline processes and adopt technology to enhance efficiency of office operations
- Assisting in processing various records changes accurately and in accordance with university policy
- Other duties as assigned by the University Registrar

QUALIFICATIONS:

Minimum Qualifications: Bachelor’s degree in a relevant discipline from a regionally accredited institution; excellent customer service skills; attention to detail; demonstrated ability to work in a team environment; excellent interpersonal, written, and verbal communication skills; ability to effectively manage customer service staff and student employees; demonstrated positive focus on solutions when problem-solving.

Preferred Qualifications: Experience in a fast-paced customer service environment. Experience

with Banner Student System.

UNIVERSITY AND COMMUNITY:

The mission of the University of Louisiana at Lafayette is to offer exceptional education informed by diverse world views striving to develop innovative leaders who advance knowledge. The Southern Association of Colleges and Schools Commission on Colleges accredits the University, which offers undergraduate and graduate degrees in the arts, sciences, and professional programs. The University is a public research university with high research activity, an enrollment of over 18,000 students and 800 faculty members. UL Lafayette is the largest of nine universities in the University of Louisiana System. The University offers degree programs in 55 undergraduate disciplines, 15 post-bachelor certificates, seven graduate certificates, the master's degree in 28 disciplines and the doctorate in 10 disciplines. Additional information about the University is available on the University's webpage at [http://louisiana.edu./](http://louisiana.edu/)

The core values of the University include: equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

UL Lafayette consists of nine degree-granting units: Arts, B.I. Moody III College of Business Administration, Education, Engineering, Graduate School, Liberal Arts, Nursing and Allied Health Professions, Ray P. Authement College of Sciences, and University College.

Located midway between New Orleans and Houston, Lafayette is the heart of Louisiana's Acadian-Creole region. The city of over 126,000 is part of the Lafayette-Acadiana area, which has a total population of 616,000 and is one of Louisiana's fastest-growing metropolitan areas. Lafayette serves as the base of Louisiana's offshore oil industry, as well as the financial, retail, and medical center for South-Central Louisiana.

SALARY: Commensurate with experience.

ANTICIPATED STARTING DATE: OCTOBER 16, 2017

APPLICATIONS:

To ensure consideration, application materials should be received by September 15, 2017. Applications will be accepted until the position is filled. Applicants should send an email with a subject line of Application for Assistant Registrar (AA 4-17) and include a letter of interest, resume, and names and contact information of three professional references. The application email should be sent to:

Mickey P. Diez
University Registrar
mickey.diez@louisiana.edu

The University of Louisiana at Lafayette does not discriminate on the basis of race, color, national origin, age, religion, sex, sexual orientation, or disability in admission to, access to, treatment in, or employment in its programs and activities as required by Title VI and Title VII of the Civil Rights Act of 1964, Age Discrimination in Employment Act of 1967, Age Discrimination Act of 1975, the Equal Pay Act of 1963, Title IX of the Education Amendments of 1972, Executive Order 11246, Section 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of

1974 and the 1990 Americans With Disabilities Act. - See more at:
<http://personnel.louisiana.edu/employment-opportunities/policy-nondiscrimination>