

JOB DESCRIPTION:	Registration & Records Specialist		
DEPARTMENT:	Registrar		
REPORT TO:	Assistant Registrar		
EEO CLASSIFICATION:	Professional	FLSA STATUS:	Non-Exempt
CUPA HR CLASSIFICATION:	522000	DATE APPROVED:	02-JAN-2026
		DATE MODIFIED:	

SUMMARY: Manages and maintains academic records on all students ensuring compliance with all Federal and State laws and regulations and University policies and policies.

DUTIES:

1. Processes transcript requests and student registration. Verifies degree and enrollment certifications.
2. Processes request from federal, state, and local governments, staff, faculty, and University community.
3. Processes student change of addresses/telephone, name changes, Complete Withdrawals, Opt. out for books.
4. Scans documents to the student records; maintains Student Advisor List.
5. Updates curriculum in the system (Major, Minor, Concentration, Advisor).
6. Pulls data to make sure current student body have updated majors as needed (programming).
7. Maintains contact with Department Administrative Assistants and Advisors regarding Declaration of Major.
8. Ensures student campus codes are accurate.
9. Researches student registration and status problems, identifies source of error and enters system overrides for university caused errors.
10. Opens and routes mail, orders supplies, processes purchase requisitions, maintains files in proper order.
11. Provides oversight and day-to-day work direction (as assigned by the Assistant Registrar) to assigned student employees. Assists with training and ensures assigned tasks are completed accurately and timely. Maintains professional communication and models ethical conduct and confidentiality in alignment with WNMU standards. Participates in ongoing professional development.
12. Performs other duties as assigned.

REQUIREMENTS:

1. Education /Background: High school diploma or GED with 3 years of experience in customer service, office management or experience directly related to the duties and responsibilities specified required. Bilingual (Spanish) preferred.
2. Job Knowledge: Knowledge of the University's Registration policies, procedures, standards, rules, and regulations. Knowledge of college-level student records principles, customer service standards and procedures. Ability to maintain confidentiality of records and information. Ability to evaluate student transcripts and records. Ability to analyze and solve problem. Skill in the use of personal computers, basic office equipment, and related software applications. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.

3. Working Conditions/Physical Demands (With or Without Accommodations): Normal office environment. May be required to lift normal office equipment and materials. Visual acuity to read information from computer screens, forms and other printed materials and information. Able to speak (enunciate) clearly in conversation and general communication. Hearing ability for verbal communication/conversation/responses via telephone, telephone systems, and face-to-face interactions. Manual dexterity for typing, writing, standing and reaching, flexibility, body movement for bending, crouching, walking, kneeling and prolonged sitting. May be required to work additional hours or days depending on circumstances.
4. Other requirements:

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)