



Position Title:	Information Specialist	
Reports To:	Manager, Transcript Processing Services	
Department:	Admissions & Registration	Job Code: 4180-06
Prepared By/Date:	Carol Flynn/05-2006	Job Group: SNE
Approved By/Date:	Dulce Beltran/03/14/2011	Salary Grade: 8
Revised:	Martha Arrieta/03/01/2011	FLSA Status: Non-Exempt

Summary:

This position handles specialized information service work with direct public relations contact which requires an in-depth understanding of MDC organization, functions, activities and services. Responsible for the accurate and prompt transmittal of information concerning registration, records, admissions, financial aid, advisement and counseling, testing, credit and non-credit programs and other activities and functions of the institution.

Essential Duties and Responsibilities:

- Responds to telephone or personal inquiries regarding the college's organization, functions, activities and services including admissions, financial aid, and registration, academic calendar, counseling services, testing, workshops and other related information
- Assists callers who require more pertinent, detailed information about college programs and services, as well as, location of departments, offices, and faculty offices
- Processes incoming and outgoing student academic transcripts, including imaging and filing; responds to student inquiries about transcripts accordingly
- Processes calls, appointments, answers questions and complaints, and relays and receives information about the college and campus
- Consults with students regarding proper documentation for classifications, residency-for-tuition purposes, dual enrollment and transient forms processing
- Refers students for testing, advisement, bursar, and financial aid assistance
- Assists students on registration, scheduling, holds and edits, transient student processes, dual enrollment processes, web registration, kiosk registration, student schedules, residency-for-tuition purposes, and program changes
- Serves as first contact with student customers who are experiencing problems or need to express complaints; works towards problem solving and customer satisfaction/understanding in a professional, friendly manner
- Provides students with initial assistance on problems or questions about web registration, MyMDC Account management, Internet resources for student information, and printing of their schedules
- Assist students and public by basic interpretation and explanation of complex college policy, procedures, state rules and statutes
- Uses independent judgment to determine authenticity of documents provided by students and parents. Examples include immigration documents, foreign and domestic high school records, and documents to support residency-for-tuition-purposes.
- Provides general and specific information to customer either on telephone, on web, or in person
- Refers customers to supervisors, departments, and program area as needed.
- Processes incoming admissions applications received either in person, by mail, or electronically
- Registers credit, PSAV, and non-credit student

- Troubleshoots and resolves admissions and registration issues for customers and other areas of the college.
- Assists students, and parents of dependent students, with Florida residency information based on statute, determine initial residency determination and fields' questions and clarification on these matters
- Processes student records through different media such as filing, data imaging, and microfilm access
- Responsible for accurate processing of related admissions & registration records requests.
- Updates student information
- Assists with basic graduation processing functions
- Provides guidance to student assistants and part-time personnel
- Takes requests from prospective students in order for the office to mail the information requested
- Performs routine computer keyboarding
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of college admission, registration, financial aid, testing and enrollment information and procedures, academic regulations, programs of study and departmental responsibilities and locations.
- Knowledge of college activities and special programs, college regulations, testing counseling, and advisement services.
- Knowledge of college policy, procedure, state rules, and statutes.
- Excellent communication and customer service skills.
- Excellent computer keyboarding skills.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedures manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to deal with the general public effectively.
- Ability to relate to inquiries concerning college functions, in accordance with laws, regulations, college-wide and departmental policies.
- Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to work effectively in a multi-ethnic/multi-cultural environment with students, faculty, and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- High School diploma or equivalent.
- Two (2) years experience in skilled typewriting, keyboarding, and general clerical work, preferably in a large office environment.
- Required to work overtime during peak registration period, which will include evenings and/or weekends.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name