Transcript Coordinator

Point University is a private liberal arts institution that educates our students within a Christian worldview, so they are equipped to take their faith into the marketplace and all of life while achieving their professional goals. We are training the next generation of Christian leaders to take the cross to more job sites, churches, industries, and nations than ever before.

The transcript coordinator is an agile member of the Registrar's Office who provides flexibility and responsiveness for assigned projects and tasks. Daily work will shift based on the team calendar and assigned priorities but is always focused on the primary goal of solutions-minded customer service for faculty, staff, students, and other constituents.

Reporting to the assistant registrar for records and reporting, the transcript coordinator administratively supports all aspects of the transcript evaluation process and the processing of outgoing transcripts. This includes completing transcript evaluations for recently accepted students, promptly processing outgoing official and unofficial transcript requests, and credit entry. Additionally, overseeing a high-volume ticketing queue and managing customer service interactions, including in-person student inquiries and phone calls.

The transcript coordinator is a fully on-site position in our West Point, GA offices and has no supervisory responsibilities.

Essential Duties

- Evaluating the transcripts of all students and determining what courses will transfer into Point University according to transfer policies. Evaluate all transcripts for possible credit, to include AP, CLEP, and IB scores, as well as foreign and military transcripts.
- Entering all transfer credit data into the student information system.
- Processing all unofficial and official transcript requests for current students or alumni.
- Triaging on-site student walk-ups, with attention to student service and support. Managing and responding to inquiries in the online ticketing queue and the main Registrar's Office phone line.
- Understanding and implementing university policy based on the catalog, FERPA guidelines, accreditation, and other standards.
- Supporting student advising and registration requirements during peak registration periods.
- Providing project support as assigned, including working with software, data, and spreadsheets.
- Maintaining a responsive and agile approach to team needs, adapting to priorities as set by the registrar and director of academic operations.
- Other duties as assigned.

Requirements

- Bachelor's degree from an accredited institution.
- Demonstrated attention to detail and accuracy.
- Above-average written, verbal, and interpersonal skills.
- Proficiency in Microsoft Office.
- Ability to maintain high standards of integrity and confidentiality while working with sensitive and confidential material.
- Ability to work independently and collaboratively with a fast-paced team.
- Ability and flexibility to manage multiple projects simultaneously, accommodating shifting priorities while meeting deadlines.
- Commitment to exceptional customer service.

Preferred

- A minimum of one year of related professional work experience in a higher education environment.
- Superior workload management skills.