



Academic Operations (AO) and Registrar's Office (RO) Specialist

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.

Academic Operations (AO) and Registrar's Office (RO) Specialist is an agile member of the registrar and academic operations team 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 Academic Operations and Records Manager, the AO/RO Specialist helps support the team's recurring tasks while ensuring a high level of customer service and a positive student experience. This includes support of registration, faculty support and payroll, academic operations, scheduling, and data management, and a high-volume ticketing queue.

This is a fully on-site position in our West Point, GA offices.

Essential Duties

- Supports the on-site registrar's office, with attention to student service, including helping with team capacity during peak demand usually during registration and advising windows.
- Working with the team leader in advising to seamlessly support student advising and registration needs.
- Understanding and implementing university policy based on the catalog, FERPA guidelines, accreditation, and other standards.
- Providing operational support for the academic operations team, including working with colleagues to meet the service level agreement for support tickets, ensuring accurate, timely payroll files are executed for each term, and managing digital files.
- Providing project support as assigned, including working with software, data, and spreadsheets.
- Participating in designated committees and task forces related to retention, support services, and other team initiatives as requested.
- Maintaining a responsive and agile approach to team needs, adapting to priorities as set by the registrar and chief academic officer.
- Additional advising duties may include answering phones, scanning documents, answering emails, managing walk-in and online traffic, scheduling meetings, and responding to customer service tickets.

Requirements

- An earned bachelor's degree from an accredited institution.
- Above-average written, verbal, and interpersonal skills.
- Proficiency in Microsoft Office.
- Demonstrated attention to detail and accuracy.
- Ability to maintain institutional 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 two years of related professional work experience in a higher education environment.
- Superior written, verbal, and interpersonal skills.
- Experience working with a college/university ERP system, preferably Ellucian Colleague.
- Superior workload management skills.