

# ROBERTS WESLEYAN UNIVERSITY

## Job Description

**Job Title**

Registration Counselor

**Reports To**

Assistant Registrar

**Department**

Registration

**Written**

December 2025

**Status**

non-exempt

**Job Objective:**

Reporting to the Assistant Registrar, the Registration Counselor oversees, maintains, and processes registration data records for students. Their primary focus is in relation to Traditional Undergraduate (TUG) students/programs, but they are cross-trained in serving Graduate, Professional, and Seminary (GPS) students/programs as well. This position also works with the Assistant Registrar and Registration Department on special tasks and strategic initiatives and supports the students, faculty, and staff of the University with the understanding and completing of the registration processes and procedures.

**Job Responsibilities:**

**Oversee the student records and registration data management of the TUG Programs, all with a high level of integrity and understanding of policies and procedures (both internal and external). This includes:**

- Maintaining and processing student records.
- Maintaining the accuracy of the academic plans for students.
- Staying abreast of and understanding pertinent regulations dealing with the maintenance and confidentiality of student records.
- Assist with maintaining the accuracy of the potential commencement graduates list used by all academic departments on campus in preparation for the Commencement ceremonies, along with designating the appropriate honors, minors, and certifications.
- Assisting the Assistant Registrar with the graduation process for all TUG students.
- Reviewing and inputting transfer credits/creating program check sheets for TUG students.
- Processing grade reports for students requiring reimbursement.
- Researches and maintains accurate advisor assignments for TUG programs.
- Process various forms for TUG Students such as deferments, licensing, and enrollment verifications.

**Oversee support to the students, faculty, and staff of TUG Programs. This includes:**

- Serving as the primary Registration liaison with students, customers, and faculty via in person, emails and phone calls to the Registration Office.
- Generating and providing key TUG instruction/announcements/communication to all customers (students/faculty/staff).
- Training and assisting students with the online registration process.
- Working closely with TUG faculty on the registration/advisement forms, which include updating incomplete and blank grades for all students.
- Running grade reports, contacting faculty, and processing grade changes.

**Provide substantial support to the Registration Office initiatives. This includes:**

- Coordinating with the Honors program to track students, confirming Honors graduation eligibility, and other Honors program tasks as assigned.
- Working with the programs and units on campus to generate and update the master class schedule and course catalog, two significant projects for the Registration Office each year.
- Inputting advisor assignments in SIS.
- Supporting strategic academic initiatives determined by Academic leadership.
- Providing support to events like the Commencement ceremonies in partnership with the Office of Academic Affairs
- Performing other duties as assigned.

***The approved rate of pay is : \$19.50/hr***

**Preparation and Training**

Bachelor's degree with experience in higher education preferred.

**Consequences of Error**

High

Errors can cause damage to accuracy of students' transcripts leading to Middle States investigations. Errors can also lead to inaccurate government reporting and tracking for the Institutional Research personnel. Poor communication may lead to revenue confusion and/or poor decisions.

**Level of Supervision**

Under general direction, within policy guidelines and with considerable latitude for exercise of independent judgement. Must be able to analyze problems, propose and implement solutions. Must be a self-starter, self-directed, detailed oriented, and have the ability to multi-task.

**Directs Work of Others and/or # of Employees Supervised**

Student workers

**Experience**

Successful individual will have working knowledge of Microsoft Office products, ability to learn multiple software programs, preferred knowledge of PowerCampus or higher education SIS systems, good communication skills, strong multi-tasking skills and the ability to work well in diverse communities.

**Confidential Data**

Extremely important to keep information confidential and provide confidential information to others only as per federal/state regulations. Familiarity with pertinent regulations dealing with the maintenance and confidentiality of student records. (FERPA, AACRAO).

**Mental/Visual Demand and Physical Effort**

Negligible physical effort. Must be accurate, meet deadlines and maintain confidentiality where appropriate.

**Environment**

Multiple interruptions during the course of the day.