

To enrich education through diversity, The College of New Jersey is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff committed to teaching and working in a diverse environment, and strongly encourages applications from women, minorities, individuals with disabilities and veterans.

Job Title: Program Assistant, Records and Registration

NJ CSC Job Spec Code & Title: 80081 - Program Assistant Administrative Services

Job Category: Classified - Non-Competitive, Non-Exempt, 35-Hour Workweek

Union Description: CWA

Class Code: 16

Post Date: September 19, 2024

Unpost Date: TBD

Internal Salary Range: P16/\$49,738.97-\$69,977.51

External Salary Range: P16/\$49,738.97-\$56,485.15(Steps 1-4)

The internal salary range is used for applicants who are current NJ state employees with underlying classified status for promotional calculations who meet the requirements below.

The external salary range is used for candidates who are not NJ state employees who meet the requirements below.

About the Office of Records and Registration:

The Office of Records and Registration is dedicated to excellence through innovation, collaboration, and accountability. We pride ourselves on offering customer-friendly support services to the campus community in close collaboration with faculty, staff, and administrators. Our mission is to provide effective and efficient services while ensuring the equitable application of college policy and the integrity of the TCNJ degree. Our core themes revolve around leveraging technology to enhance services and streamline business processes, and using data-driven insights to inform decision-making in all areas of operation. At the heart of our efforts lies a dedication to serving the needs of students, alumni, faculty, staff, and the wider community, ensuring the continued success of TCNJ.

Position Summary:

The Office of Records and Registration at The College of New Jersey is seeking a dynamic individual to fill the position of Records Assistant. This position reports to the Assistant Director of Records and Enrollment, and encompasses a diverse range of responsibilities aimed at supporting the needs of our students, faculty, staff, and external stakeholders. As a vital member of our team, the Records Assistant serves as the first point of contact in a high-traffic student service office environment. The Records Assistant will provide excellent customer service and direct students, staff, and faculty to the right person(s) to provide support. They will play a pivotal role in ensuring the smooth operation of our office.

Main Responsibilities:

Front Desk and Office Management:

- Manage student worker hiring, training, scheduling, payroll, and budget
- Serve as the primary point of contact, in addition to student workers, when community members enter the office
- Monitor the office email and phone lines, ensuring that student workers are responding accurately and in a timely manner; answer phone calls; respond to and forward emails to appropriate staff within the office when student workers are unavailable
- Submit IT and facility work orders including, but not limited to, new employee onboarding and printer/copier maintenance
- Assist with coordinating office events and outings
- Maintain office lobby area including filing and storage cabinets

Student Records Transactions:

- Process enrollment transaction overrides such as repeat of course
- Provide backup for transcript data entry into PAWS
- Provide transactional support for biodemographic updates on student records

Enrollment and Degree Certifications:

- Process enrollment verifications upon request
- Coordinate with other offices such as Athletics, Financial Aid, General Counsel, and Student Affairs to complete and certify enrollment and degree information for NCAA eligibility, National Guard Waivers, Transfer College Reports, etc.
- Notarize diplomas and transcripts

Marketing and Communications:

- Update the office website and social media platforms, ensuring content accuracy and relevance
- Maintain office bulletin board and display information
- Distribute digital signage and marketing materials for use across campus

Additional Records Duties:

- Participate in New Student Orientation departmental labs and other training initiatives, contributing to the success of incoming students
- Provide general guidance to students in navigating campus resources and college processes Undertake other records-related duties as assigned by supervisory personnel

Required Qualifications:

- Graduation from an accredited college or university with a bachelor's degree.

Substitution: Applicants who do not possess the required education may substitute additional professional experience on a year-for-year basis with one year of such experience being equal to 30 semester hour credits.

Possession of an associate's degree; and two (2) years of professional administrative experience may be substituted.

Persons with disabilities may request reasonable accommodations in order to perform the essential functions of the position. If the requested accommodation(s) cannot be made because it would cause the employer undue hardship, the applicant may not be eligible for the position.

Preferred Qualifications:

- 1-3 years of administrative experience
- Higher Education experience
- Student Information Systems experience
- Strong administrative, organizational, and multitasking abilities
- Excellent communication and interpersonal skills
- Proficiency in office software
- Proven ability to work effectively both independently and as part of a team
- Commitment to upholding the confidentiality and integrity of student records

Employer Qualifications:

- Final offer of employment is contingent upon the successful completion of a background check and reference checks.
- **Residency Requirement:** In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees in certain positions (faculty exempt) are required to obtain New Jersey residency within one (1) year of employment. Applicants must meet the requirements listed.

About TCNJ:

TCNJ is a highly selective institution that has earned national recognition for its commitment to excellence. Founded in 1855, TCNJ has become an exemplar of the best in public higher education and is consistently acknowledged as one of the top comprehensive colleges in the nation. TCNJ currently is ranked as one of the 75 "Most Competitive" schools in the nation by Barron's Profiles of American Colleges and is rated the No. 1 public institution in the northern region of the country by U.S. News & World Report. TCNJ was named the #10 value in public higher education by the Princeton review in 2009 and, in 2006, was awarded a Phi Beta Kappa chapter - an honor shared by less than 10 percent of colleges and universities nationally. A strong liberal arts core forms the foundation for programs offered through TCNJ's seven schools - Arts & Communication; Business; Education; Humanities and Social Sciences; Science; Nursing, Health, and Exercise Science; and Engineering. TCNJ faculty members are teacher-scholars who share a commitment to liberal learning. TCNJ is located within an hour, by train, of New York City and Philadelphia. The College's campus is set on 289 tree-lined acres in suburban Ewing Township and is known for its natural beauty and has 39 major buildings.

Employee Benefits:

As a member of The College of New Jersey Community, you will be a part of an exciting and rewarding public university career. Eligible full-time employees will be able to take advantage of a generous benefits package that includes health, welfare, and retirement benefits, including:

- Comprehensive benefit plans covering medical, dental and prescription plans
- Generous leave entitlements program and Energy Savings Program
- Employee and dependent Tuition Waiver and Reimbursement Program
- Pension, retirement, and deferred compensation plans, group life insurance
- Employee Assistance Program (EAP)
- Employee affinity groups
- [New Jersey State Employee Discount Program](#) (Pet insurance, cell phone plan discounts, discounted amusement park tickets, etc.)
- Access to extensive learning opportunities

To view a comprehensive list of benefits available to employees, visit our [Health Benefits Plans and Programs](#) page to learn more!

Application Instructions:

Qualified candidates should apply online at: careers@tcnj.edu and submit a letter of interest, resume (CV), as well as the names and contact information for three professional references. Applications will be considered until a viable candidate is selected.

SAME Applicants:

If you are applying under the New Jersey "SAME" program, your supporting documents (Schedule A or B letter), resume (CV), as well as the names and contact information for three professional references by the closing date listed above to: same@tcnj.edu. For more information on the SAME program visit their website at: <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at: 833-691-0404.