



## VACANCY ANNOUNCEMENT

### Professional Services Specialist 3, Administrative Services

**Job Number:** 500336  
**Category:** Professional  
**Department:** Registrar's Office  
**Close Date:** 2/13/25 (11:55pm)  
**Location:** Glassboro, NJ

#### Summary:

- This position will support the Transfer Credit unit of the Registrar's Office, requiring comprehensive knowledge of the functions of the various units of the Registrar's office, focused on transfer credit evaluation. The individual will be an integral contributor to the various automation and process improvement projects, taking the lead where appropriate. In all roles, the individual will support and inform new and continuing students and their families as well as faculty and other University partners in person, on the phone, and via email.

#### Primary Duties/Responsibilities:

- Transfer Credit
  - Process incoming undergraduate transcripts (domestic and international), AP scores, CLEP scores, and any other accepted forms of credit within Rowan policies.
  - Process course equivalent updates to student records from responses from faculty, chairs or deans from the Outstanding Data Process
  - Cleanup of old course equivalents on file with guidance from the Assistant Registrar
  - Review of Curriculum Proposals for any updates that need to be made to equivalent transfer credit courses
- Project Administration and support
  - Actively manage and contribute to current and ongoing Registrar projects to automate processes and improve service to students as the University continues to grow and serve more students.
    - Utilizing TES to improve the faculty review process
    - Implementing OCR/ICR technology to improve the transcript "reading" process, dramatically reducing manual intervention and turnaround time.
- Communication & Other Responsibilities:
  - Clearly communicate and respond to student inquiries, questions, comments and concerns in person, on the phone and via email
  - Understand, implement, and properly communicate Registrar policy and process.
  - Understand and comply with University, Registrar, ADA, FERPA, and other rules and regulations that affect processing and service.
  - Coordinate with the appropriate units within the Office of the Registrar as well as outside partners.
  - Assist with other projects as needed.

#### Preferred Education:

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

#### Preferred Skills:

- Previous experience in higher education administration.
- Experience with the Ellucian/Banner Student Information System.
- Working knowledge of Microsoft Office Suite, including Word, Excel, PowerPoint, OneNote and Outlook.
- Extreme attention to detail.
- Comfortable learning new skills and new technology and ease using electronic tools and reports.
- Ability to successfully problem-solve and manage multiple priorities and deadlines in a fast-paced environment.
- Excellent organizational and interpersonal skills; strong written and verbal communication skills.
- Commitment to providing superior customer service.
- Strong collaboration skills.

**Requirements:**

**NOTE:** Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Six (6) years of professional experience in different aspects of administration and business practices; including design and implementation of policy and procedures, vendor service contracts and improving and updating management practices.

**OR**

Possession of a bachelor's degree from an accredited college or university; and two (2) years of the above-mentioned professional experience.

**OR**

Possession of a master's degree; and one (1) year of the above-mentioned professional experience.

**NOTE:** "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

**Salary:**

- Range P21 (\$62,164)

**Notes:**

- Rowan University is an Equal Opportunity Employer and values diverse people and abilities. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.
- Candidates must be legally authorized to work in the US, and the university will not sponsor an applicant for a work visa for this position.
- Only completed online applications submitted on or before the posted deadline will be considered.

**SAME APPLICANTS:** If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted with your application by the closing date indicated above. 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.

To view the vacancy announcement in its entirety and to apply online, please visit: <https://jobs.rowan.edu/en-us/job/500336/online-transfer-credit-and-project-administrator-pss3as-registrars-office>.