

Records Assistant III Center for Student Services

Position # 25-027

WVU Parkersburg is a Community and Technical College located in Parkersburg, WV, with a branch in Ripley, WV, (We are not a branch of West Virginia University). We are dedicated to teaching and are accredited by the Higher Learning Commission to offer certificates, associate and bachelor's degrees.

Benefits

- Retirement plan with 6% mandatory every pay (biweekly) that is matched 100%
- Free \$10,000 life insurance policy
- Your choice of 7 different Health Insurance plans through www.peia.wv.gov and flexible benefits such as Accident Insurance, Hospital Indemnity Insurance, Critical Illness Insurance, Flexible Spending Accounts (Healthcare & Dependent Care), Health Savings Account, Dental, Vision, Short-Term Disability, Long-Term Disability, Group Legal Plan, and Hearing
- Annual and Sick leave for full time non-exempt staff, exempt staff, and 12-month faculty
- Minimum 12 paid holidays per year
- WVU Parkersburg tuition waiver (if eligible) for an employee, employees' spouse or dependent of a full-time benefits eligible employee who is 24 years of age or younger

To Apply

- Submit an Employment Application packet available at www.wvup.edu/jobs
- If the position requires a degree, attach a scanned copy of your unofficial college transcripts with the Employment Application packet.
- WVUP is an Equal Opportunity/Affirmative Action Employer. Minorities/Veterans/Disabled Encouraged to Apply.

Posted

01/10/2025 with an application deadline of 01/27/2025.

Employment Status

Non-Exempt/Classified/Hourly Staff, full time regular, benefits eligible position.

Shift

Variable. Full time is considered 37.50 hours a week.

Pay Grade

03 (Salary is commensurate with education and experience)

Function/Summary

The Records Assistant III greets visitors, provides customer service, performs data entry, verifies information and handles routine to moderately complex requests for admissions, student records, transcripts and related information. This position also provides routine advice and guidance to staff, students and members of the general public regarding the application and registration processes. The Records Assistant III has frequent exposure to confidential information, must understand institutional academic policies and procedures, and will perform crucial tasks in support of the Student Services' team and the college.

Minimum Qualifications

Education:

- Associate’s degree or equivalent combination of education and/or experience required.

Experience:

- One year of public contact/customer service experience required.
- Two years of public contact/customer service experience (preferred).
- Clerical/office applications experience and/or computer data systems, such as Banner or similar systems (preferred).

Licensure:

- N/A

Knowledge, Skills & Abilities

- Competency in Microsoft Office and Google applications.
- Ability to maintain composure and attention to detail in high-pressure situations.
- Knowledge of office methods, procedures, practices and protocol such as phone etiquette and desk manuals.
- Ability to work with others.
- Excellent verbal, written and interpersonal communication skills.
- Ability to manage confidential and sensitive material.
- Ability to maintain a welcoming environment and possess excellent customer service skills.
- Ability to multi-task and reprioritize, as needed, to meet deadlines.

Duties/Responsibilities

80%	<p><u>Records Assistant III</u></p> <ul style="list-style-type: none"> • Greets visitors, in person or by telephone. • Answering in-person, phone and email inquiries for the Center for Student Services. • Screening more complex inquiries to appropriate staff/departments. • Assist prospective students with admissions and/or records related processes. • Process student ID badge issues/renewals. • Access, and update (as needed), Laserfiche (electronic student records system). • Maintain an up-to-date procedures manual for the position. • Handle and safeguard confidential student information. • Entering and retrieving data from various data sources.
15%	<p><u>Related Duties</u></p> <ul style="list-style-type: none"> • Attend/participate in department meetings. • Serves on institutional committees as directed or required. • Engages in professional development relevant to position. • Assists the Associate Registrar and Registrar, as needed.
5%	<p><u>General</u></p> <ul style="list-style-type: none"> • Other duties as assigned. • Occasional alternate shifts/work hours may be necessary.

West Virginia University at Parkersburg is an Equal Opportunity/Affirmative Action Institution and does not discriminate on the basis of race, sex, gender identity, pregnancy, sexual orientation, age, disability, veteran status, religion, color, ancestry, or national origin in admission, employment, educational programs or activities; nor does it discriminate on the basis of genetic information in employment or employee health benefits. Further, faculty, staff, students, and applicants are protected from retaliation for making complaints or assisting in investigations of discrimination. West Virginia University at Parkersburg will take steps to assure that a lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Auxiliary aids and services are available upon request to individuals with disabilities.