

position description

Title: Operations Analyst

Department: University Registrar

Management Center: University General

POSITION OBJECTIVE

This position is to enhance the effectiveness of the Office of the University Registrar, providing in-depth student record audits, maintenance, and quality control. Academic records represent permanent documentation of university education. Maintaining accuracy and integrity in academic records is the most critical function performed by the department, and is vital to the university as a whole. This person will be expected to function with a high level of awareness for protecting sensitive information and provide commitment to excellent customer service and best practices essential to the mission of the office.

ESSENTIAL FUNCTIONS

1. Effectively employ triage and troubleshooting techniques to resolve complex situations, providing technical and functional support to students, faculty, and staff to resolve issues related to student academic records, procedures and the student information system. (45%)
2. Responsible for understanding, interpreting and correctly applying federal regulations associated with certifying students for receipt of Veteran's Benefits. Develops procedures and documentation to collaborate with Financial Aid and Student Financial Services and leads all activities related to certification process including data gathering, reporting, records maintenance and audit, data transmission. Stays current and proficient with federal, state and other legislation related to veteran's assistance and integrates new concepts, technology and practices and aligns with future needs. Provides leadership for creation of campus student veteran programming and support. Transfers administrative and policy knowledge to others within and outside the department through formal or informal training. (35%)
3. Manage, monitor, and schedule classroom space using classroom scheduling software for courses and events. (10%)
4. Prepare, submit, analyze, and audit a large volume of data checking programs to ensure student data accuracy and validity. This involves a large amount of fact-finding and correction of data under departmental stewardship. This requires a critical competency in historical records practices and a high degree of analytical skills to ensure utmost accuracy and records integrity. (5%)
5. Merge and reconcile and convert historical student records into the current student information system. This involves detailed knowledge of student record practices and the ability to research and analyze historical documents to determine correct procedures for updating and maintaining academic records from various periods of time. Develop and manage a process for regularly auditing academic records. (5%)

NONESSENTIAL FUNCTIONS

Perform other duties as assigned.

CONTACTS

Department: Daily (continuous) interactions with registrar staff regarding the documentation of university education.

University: Daily (continuous) interactions with school registrars', staff, and faculty and other key school liaisons for resolving decentralized data issues. Occasional (infrequent) contact with Government Relations regarding matters related to veterans. Continuous contact with students to provide information, diagnose and assess student information system issues, process transcripts, enrollment/degree verifications, and registration special requests and forms.

External: Continuous interactions with alumni, government officials, employers, and parents. Provide appropriate information regarding student records and information in accordance with FERPA regulations. Occasional vendor contact and research related to records management. Primary representative (frequent) to the US Department of Veterans Affairs, State Approving Agency (SAA), Department of Defense (for DODMOU) related veteran funding.

SUPERVISORY RESPONSIBILITY

This individual is not the direct supervisor to any other staff member.

QUALIFICATIONS

Experience: 5 years of office experience required and 2 to 3 years in a registrar's or other student services office preferred.

Education/Licensing: High school education required; Associate or Bachelor's degree preferred.

REQUIRED SKILLS

1. As with all positions in this department, there is a great deal of emphasis on maintaining the security and confidentiality of student records. Ability to exercise meticulous care in the maintenance, control, and accessibility of sensitive information.
2. Ability to function with a high level of awareness for protecting sensitive information.

WORKING CONDITIONS

General office environment. Intense pressure for deadlines and high volume of general activity. The employee will need to lift up to 15 pounds and be able to bend/stoop, climb stairs, crouch, kneel, push/pull, and reach. The employee performs repetitive motion using a computer mouse and keyboard to type.

DIVERSITY STATEMENT

In employment, as in education, Case Western Reserve University is committed to Equal Opportunity and Diversity. Women, veterans, members of underrepresented minority groups, and individuals with disabilities are encouraged to apply.

REASONABLE ACCOMMODATIONS

Case Western Reserve University provides reasonable accommodations to applicants with disabilities. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Inclusion, Diversity and Equal Opportunity at 216-368- 8877 to request a reasonable accommodation. Determinations as to granting reasonable accommodations for any applicant will be made on a case-by- case basis.

HOW TO APPLY

Respond in confidence, including salary history to:

<https://case.edu/finadmin/humres/employment/career.html> using human resources job code #6222. CWRU offers a flexible benefits package including tuition waiver for employees and dependents.