Office of Records and Registration Graduate Assistantship Position Description  
Student and Academic Services Assistant  
2015-2016 Academic Year Appointment

The Student and Academic Services Assistant in the Office of Records and Registration will work with a wide variety of students, faculty and staff. Some of the work is face-to-face student services and some of the work is behind the scenes planning and implementing different policies and software. This position affords an excellent opportunity for a graduate student to learn about a Records Office and to develop some very marketable skills. This GA experience will emphasize the ACPA/NASPA competencies of Advising and Helping (Helping Skills, Collaborations and Ethics/Confidentiality), Human and Organizational Resources (Utilizing Networks and Partnerships), and Law, Policy and Governance (Policy Development.

The following areas are usually included:

Student Services

- Provide assistance to walk-in students
- Provide transcript services to students
- Provide drop/add scheduling services to students
- Serve as an information point of contact for students
- Assist the Transcript Coordinator and the Student Services Coordinator

Veteran Student Services

- Provide veteran student in-take
- Answer questions veteran students have on a walk-in basis
- Assist the Veteran Educational Benefits Coordinator

Advising Report Services

- Work with the Curriculum and Technology Coordinator on ensuring accuracy of advisement reports
- Learn to create course lists and program requirements in the advisement report
- Trouble shoot advisement report issues
- Assist the Curriculum and Technology Coordinator

Catalog Services

- Learn the catalog software and assist with editing the undergraduate and graduate catalogs
- Assist with planning of new catalogs
- Proof-read catalog and correct catalog errors
- Respond to inquiries regarding catalogs

Curriculum Services

- Learn curriculum change management software and assist with editing curriculum
- Attend (if possible) university curriculum committees and assist with work of committees
- Organize curriculum change processes
- Assist Curriculum Services Coordinator

Other Activities as Assigned

Qualifications

**Required:**

- Excellent attention to detail
- Ability to multi-task
- Excellent written/oral communication skills

**Preferred:**

- *Experience in a College Records Office*
- *Knowledge of student information systems*
- *Familiar with FERPA*
• Ability to work independently and in a team
• Acceptance into the SAA program at UW-L
• Maintain 3.0 cumulative GPA throughout Graduate Assistantship