Position: A02945  
Date: 4.19.18

ADMINISTRATIVE POSITION ANNOUNCEMENT

TITLE: Assistant Director of Academic Records
DEPARTMENT: Academic Records, Lincoln Center

The Assistant Director of Academic Records/Operations is an administrative position within the University with a home office at the Lincoln Center campus. The individual in this position is directly responsible for the graduation clearances of all schools at the Lincoln Center and Westchester campuses. The Assistant Director reports to the Associate Director of Academic Records and works with other administrative areas within the Enrollment Group to develop, implement, and maintain programs, policies, and procedures within areas of responsibility. The individual in this position identifies opportunities for service improvements, works closely with colleagues to identify developments in delivery methods and systems as directly related to the National Student Clearinghouse, Banner 9.0, DegreeWorks, and any other tools or technologies to advance productivity and quality of managing and maintaining documents. This position oversees the transcript and verification processes/requests; supervision of part/time staff and student workers at the Lincoln Center office.

Travel to Rose Hill and Westchester campus is required as needed. Travel to conferences may be required. Weekend and evening hours required, as needed.

Responsibilities:

- Collaborates with colleagues at the Rose Hill Campus in managing the enrollment and degree verification updates to the National Student Clearinghouse.
- Uses DegreeWorks and process graduation clearances, degree waivers and substitutions as received from Department Chairs/Deans’ Offices.
- Prepares/orders diplomas for Commencement and participates in commencement meetings/ceremonies as needed.
- Works closely with other colleagues during software enhancements and upgrades, including testing of patches and fixes as related to the Office of Academic Records.
- Create and provide reports for various areas as instructed and/or requested.
- Works collaboratively with academic area colleagues; identify opportunities for improvements in services in areas of responsibility.
- Coordinate course offerings and appropriate room assignments with academic departments; moderate and approve additional space reservation for academic spaces
- Manage, supervise, motivate, evaluate, train and lead full-time Academic Records clerical representatives, part-time staff and student workers.
- Oversee the collection and management of documents (including electronic), including scanning and indexing.
- Review student/customer issues and use discretion to act when precedents do not exist.
- Provide excellent customer service to all clients.
- Familiarity with FERPA and student records privacy guidelines required.
- Assist in the preparations for continuing and new student registration.
- Serve on University committees and task forces as requested.
- Perform various job functions of colleagues during periods of absence (e.g. vacancies, vacation, illness, etc.).
- Perform other duties as assigned.

Qualifications:

- Bachelor’s degree required, Master’s degree preferred.
- At least three years of successful supervisory and/or management responsibility.
- Experience with a student information system is required. Experience with Banner Student (INB and SSB) preferred, and particularly with student graduation clearance, working knowledge of DegreeWorks, registration, transcript, and degree verification processes.
- Knowledge of certification process for veterans’ enrollment information desirable.
- Experience with 25Live Room Scheduler or other equivalent program preferred.
- Ability to work independently, effectively, and collegially with faculty, deans, support staff, and senior administrators.
- Proven experience with MS Word and Excel
- Experience with managing corporate e-mail accounts.
- Excellent oral and written communication skills.
- Excellent customer service skills; respectful, friendly, and accountable.
- Superior problem-solving and multitasking skills are essential

SALARY: Commensurate with experience
STARTING DATE: ASAP
SEND LETTER & RESUME: Anna Ponterosso - ponterosso@fordham.edu

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