



**Position:** Transcript and Records Analyst (AGS)

**Location:** Asheville, North Carolina

**Summary:** Analyzes transcripts and transfer credit for Adult and Graduate Studies (AGS) student entry and enrollment. Reviews and responds to individual academic requests and concerns regarding transcript evaluation. Assists with graduation processing and provides customer service related to academic record and graduation requests. Provides support to (AGS) Associate Registrar/Director of Academic Advising and Academic Advisors and plays a key part in maintaining institutional data quality.

**Duties and Responsibilities:**

- Perform review of transcripts for evaluation of transfer work and applicability of academic credit.
- Evaluate military credit, college level exam scores and advanced placement for academic credit.
- Evaluate course transfer approval requests for academic credit eligibility.
- Provide assistance with entry of transfer work and variances on student transcripts.
- Create and maintain transfer course equivalencies, including agreements with community colleges.
- Aid in enrollment support, including preliminary degree reviews, and new student processing.
- Process student-initiated and administrative withdrawals.
- Assist with processing readmits and program transfer petitions.
- Maintain student records and enrollment for probation/suspension, non-attendance, financial clearance, and ceased-attending.
- Provide assistance with graduation applications, degree evaluations, and degree posting.
- Assist with researching, addressing, and responding to student concerns and requests.
- Reflect excellent customer service in internal and external communications and notifications.
- Maintain data quality for database systems and student records and data entry within Jenzebar.
- Process schedule change entry.
- Assist in the maintenance of academic degree plans in database.
- Assist in maintaining academic policies and procedures.
- Maintain official student files and assist with digital archiving of records.
- Other duties may be assigned.

**Qualifications:**

The successful candidate will demonstrate a professional and personal commitment to the mission, vision, and values of Montreat College. That commitment includes agreement with the published Statement of Faith found here: <https://www.montreat.edu/about/mission/>

The ideal candidate will have experience working in a records office or other office environment where data integrity, technology applications, and customer service are top priority. Qualifications and expectations will include, but are not limited to the following:

- Willingness to be part of a team working in a goal-oriented environment.
- Maintain an organized flow of data and communication between the AGS Office of Associate Registrar/Director of Academic Advising, other administrative offices, remote campus personnel and students.
- Critical thinking and problem-solving skills with great attention to detail.
- Excellent customer service and communication skills.
- Proficient in use of Microsoft Office programs.
- Knowledge of computerized student databases and student information systems preferred.

### **Education/Experience:**

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Supervision:**

AGS Associate Registrar/Director of Academic Advising

### **Application Requirements/How to Apply:**

Review of applicants will begin immediately and continue until the position fills.

We request candidates send the following materials:

- 1) Application <https://www.montreat.edu/about/job-openings/application/>
- 2) Cover Letter
- 3) Résumé
- 4) All College Transcripts
- 5) Statement of Faith
- 6) List of Three Professional References with Contact Information

Send materials by email to:

Cindy Kirkland

AGS Associate Registrar/Director of Academic Advising

Montreat College

cpkirkland@montreat.edu

### **About Montreat College:**

Montreat College is a Christian liberal arts college accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to offer masters, bachelors, and associates degrees. The main campus is located in the Blue Ridge Mountains fifteen miles east of Asheville, North Carolina, a region recognized as one of the most attractive living environments in the United States.

Additional locations in Asheville, Charlotte, and other cities supplement the main campus. The College is committed to Christ-centered teaching and learning and is a member of the Council for Christian Colleges & Universities.