

Registration Representative (Reg FT)  
Community College of Allegheny County

Direct Link: <https://www.AcademicKeys.com/r?job=261312>

Downloaded On: Aug. 18, 2025 5:49pm

Posted Aug. 18, 2025, set to expire Dec. 16, 2025

**Job Title** Registration Representative (Reg FT)  
**Department** NA  
**Institution** Community College of Allegheny County  
Pittsburgh, Pennsylvania

**Date Posted** Aug. 18, 2025

**Application Deadline** Open until filled  
**Position Start Date** Available immediately

**Job Categories** Other Administrative Categories

**Academic Field(s)** Administration - Student Affairs

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**Job Description**

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**Registration Representative (Reg FT)**

**Position Title:** Registration Representative (Reg FT)

**Department:** Registration

**Campus:** Allegheny Campus

**Additional Information:**

**Benefits:** CCAC offers an exceptional benefits package. Highlights include an excellent health plan

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with very low out-of-pocket expense network option, generous time off and holiday pay, a 403b retirement plan with up to 10% employer match or other options through the State's retirement defined benefit pension system, free employee parking, public service (student) loan forgiveness eligible employer, and employer paid benefits including group life insurance, short-term and long-term disability insurance, and flexible spending accounts.

**Remote Work Option:** Hybrid (May be subject to change)

**Work Hours (for hourly positions):** Monday - Friday, 8:30 AM to 4:30 PM. Additional hours, including evening and weekend hours, may be needed to meet the needs of the department.

**Salary Grade:** SEIU D - \$17.86

**Job Category:** Office Support Staff/Maintenance/Housekeeping

**Employment Type:** Regular Full-Time

**Job Slot:**

**Job Open Date:** 8/15/2025

**Job Close Date:** 8/29/2025

**General Summary:** Performs a variety of general clerical duties for the registration department, which includes providing customer service, preparation of correspondence and reports, screening telephone calls and visitors, filing, and scheduling.

**Requirements:**

**Education and Experience:** High school diploma or GED plus one year of relevant experience gained from working in an office environment.

**Certifications/Licensures:** N/A.

**Skills/Abilities Requirements:** Should be able to tactfully and courteously answer questions and provide information. Knowledge as related to the specific needs of the department to perform responsibilities. Ability to travel to perform work duties at any campus or center location within the CCAC system. Must be able to operate various office equipment, including a personal computer, switchboard as needed, and appropriate College software packages or equivalent. Should possess good organizational, customer service, communication, interpersonal and clerical skills. Detail oriented, ability to multi-task meet deadlines and be a team player. Required to have regular and timely

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attendance.

**Physical Requirements:** Must be able to work in a general office environment with the ability to sit for at least 2 hours without interruption.

**Duties:**

1. Provides quality customer service to both internal and external customers.
2. Welcome and serve students who visit campus in-person or virtual Welcome Center through drop-in or appointment methods.
3. Monitor and respond to student inquiries and requests received via contact center in a timely manner, by explaining processes and procedures, helping to make appointments, referral to appropriate personnel and processing transactions.
4. Monitor and respond to student inquiries and requests received by email and text message in a timely manner, by explaining processes and procedures, referral to appropriate personnel and processing transactions.
5. Process accurate course enrollment for students to include registrations, adds, drops, swaps, withdrawals and waitlists, according to college policies and procedures
6. Enter change-of-program and pre-requisite waivers received from advisors, department heads or other departments.
7. Monitor waitlists and respond to issues from faculty, advisors, staff and students
8. Update student demographic information for new and returning students to include address, phones, personal email, chosen name.
9. Facilitate the work process between Advising/Registration and the Registrar's Office (duplicate IDs, registration exceptions, rebills, etc.)
10. Assist students with residency appeals, academic renewal, course substitutions, graduation applications, enrollment verifications and transcript requests.
11. Reviews queries and reports for accuracy; troubleshoot, research and correct student records identified through quality-control checks or other offices (financial aid, bursar, etc.)
12. Explain student rights and privacy associated with the Family Educational Rights and Privacy Act (FERPA) and assist students with their requests and process Privacy Requests and FERPA Release forms.
13. Maintain the security and storage of student registration records and other documents (electronic/paper), including the scanning and linking process for document imaging.
14. Prepares and processes correspondence, documents/forms, reports, minutes, surveys and other materials.
15. Performs various scheduling activities.
16. Maintains and orders supplies; receives, sorts and delivers mail.
17. Prepares bulk mailings and participates in clerical preparations and activities for meetings and

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various college events.

18. Assists with training temporary others; may assign the work of temporary part-time and work- study student employees.

19. Perform all duties in accordance with applicable laws, collective bargaining agreements, board policies and administrative regulations and directives.

20. Performs other clerical duties related to specific/unique needs of the department.

21. Performs other related duties as required or assigned.

**Clearances:** Current criminal record/child abuse clearances will be required if offered the position and in order to be employed at the College. The three clearances are Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Records Check, and Federal Bureau of Investigations (FBI) Criminal Background Check. The College has provided instructions on how to obtain these clearances and are available here.

**To view the full job posting and apply for this position, go to:**

<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1797>

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

### Contact

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Community College of Allegheny County

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