

Lead Registration Representative (Reg FT)
Community College of Allegheny County

Direct Link: <https://www.AcademicKeys.com/r?job=262579>

Downloaded On: Sep. 16, 2025 5:39pm

Posted Sep. 16, 2025, set to expire Jan. 13, 2026

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

Date Posted Sep. 16, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Other Administrative Categories

Academic Field(s) Administration - Other

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Job Description

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Lead Registration Representative (Reg FT)

Position Title: Lead Registration Representative (Reg FT)

Department: Registration

Campus: Allegheny Campus

Additional Information:

Benefits:

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At CCAC, we take pride in offering an exceptional benefits package designed to support our employees' personal and professional well-being:

- **Comprehensive Health Coverage:** Access to an excellent health plan with a very low out-of-pocket expense network option.
- **Generous Time Off:** Enjoy a range of time-off benefits that are tailored to your position, along with a **four-day workweek in the summer** for an ideal work-life balance. These benefits vary and may include vacation, personal, sick, and holiday pay, as well as options like collegial coverage for faculty.
- **Retirement Planning:** Options include a **403(b) retirement plan with up to 10% employer match** or a **state-defined benefit pension**.
- **Financial Peace of Mind:** Employer-paid benefits include **group life insurance, short/long-term disability**, and access to **flexible spending accounts (FSAs)**.
- **Wellness Support:** Our **Employee Assistance Program (EAP)** is available for confidential support, with resources to address personal and professional challenges.
- **Educational Support:** Take advantage of **tuition waivers, tuition reimbursement, Public Service Loan Forgiveness (PSLF)** eligibility, and a variety of **professional development opportunities** to grow your career.
- **Exclusive Employee Perks & Rewards:** Save on theme parks, sporting events, electronics, and more!
- **Additional Advantages:** Free employee parking to make your commute easier.

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

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

Salary Grade: SEIU E - \$18.39

Job Category: Office Support Staff/Maintenance/Housekeeping

Employment Type: Regular Full-Time

Job Slot: 0690

Job Open Date: 9/12/2025

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Job Close Date: 9/26/2025

General Summary: Performs a variety of administrative clerical and secretarial duties for the registration department, which may include preparation of complex correspondence, reports, batch processing, developing filing systems and other analytical assignments.

Requirements:

Education and Experience: High school diploma or GED plus three years of relevant experience gained through previous job related training or education. **Certifications/Licensures:** N/A.

Skills/Abilities Requirements: Should possess excellent interpersonal skills in interfacing with faculty, staff and students. Ability to multitask while effectively communicating CCAC policy and procedures to students and their Must be able to operate various office equipment, including a personal computer, 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. Ability to travel to perform work duties at any campus or center location within the CCAC system. Required to have regular and timely attendance. **Physical Requirements, If Applicable:** 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

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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; maintain filing systems for confidential materials.14. Performs various scheduling activities.15. Maintains and orders supplies; receives, sorts and delivers mail.16. Prepares bulk mailings and participates in clerical preparations and activities for meetings and various college events.17. Assists with training temporary others; may assign the work of temporary part-time and work- study student employees.18. Processes or monitors course substitutions, residency appeals and academic renewal, and develops related correspondence to students.19. Process applications for credit transfer and advanced standing and send appropriate correspondence to applicants and students.20. Assist in the certification of graduates and send appropriate correspondence to eligible and ineligible graduation applicants.21. Run batch processes to facilitate automation of registration and student records (block registration, batch add programs and sample plans, etc).22. Update knowledge articles and documentation for registration processes and procedures.23. Assist with the collection and organization of assessment data.24. Prepare complex correspondence, reports and other documentation; Assist Director with the monitoring and tracking of registration questions and discrepancies to problem-solve registration issues for students.25. Interfaces with students, faculty, staff and outside agencies to exchange information, provide policy interpretation and provide initial assistance in resolving complaints.26. Arranges for conferences and special events, which include preparing agenda, designing brochures and programs, overseeing registration and scheduling facilities and resources.27. Prepares and maintains budgetary and other financial information and investigates discrepancies; assists with trip requests as needed.28. Computes and processes payroll for assigned faculty and staff.29. Perform all duties in accordance with applicable laws, collective bargaining agreements, board policies and administrative regulations and directives.30. Performs other clerical duties related to specific/unique needs of the department.31. Performs other related duties as required or assigned.

Clearances: Current criminal record/child abuse clearances will be required if offered the position and 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, which are available [here](#).

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

<https://ccac.csod.com/ats/careersite/JobDetails.aspx?id=1829>

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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