(PD-1118) Articulation and Transfer Credit Coordinator

POSITION INFORMATION

Internal Team:*  SL-APP-Office of the Registrar-120900
Job Code/Employee Classification:*  Admin Support Coord 12 Mo
  Job Code: 1035
MPP Job Code:  
Position Number:  Admin Support Coord 12 Mo
  Position no: SL-00008843
CSU Working Title:*  Articulation and Transfer Credit Coordinator
Reports To:  Associate Registrar
Campus:*  San Luis Obispo
Division:*  Academic Affairs-Provost
College/Program:*  Academic Programs & Planning
Department:*  APP-Office of the Registrar - 120900
FLSA Status:*  Non-Exempt

SENSITIVE POSITION

Sensitive Position:  
  ☐ Yes  ☐ No

Job Summary/Basic Function:*  This position works as part of a team of two individuals responsible for the interpretation and data entry of transfer credits into the student information system for use by the Evaluations staff and other University departments such as Financial Aid. This position is also responsible for supporting the Articulation Officer with articulation-related special projects.

Minimum Qualifications:*  High school diploma or its equivalent. Four years of general office support or technical experience. (Training at a vocational school or full-time college education may be substituted for two years of the required experience on the basis of one year of college education for 6 months of experience)
Required Qualifications:

Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.

Ability to independently handle multiple work unit priorities and projects and provide training and assistance to others as needed.

Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist.

Ability to perform standard business math, such as calculate ratios and percentages, and make simple projections.

Ability to draft and compose correspondence and standard reports.

Ability to identify and solve common and unique problems using reasoning and judgment and to develop practical, thorough, and creative solutions.

Demonstrated customer service skills, including a high level of diplomacy and professionalism.

Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.

Thorough knowledge of English grammar, spelling and punctuation.

Demonstrated ability to maintain a high degree of confidentiality.

Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines. Ability to perform assigned duties with accuracy and attention to detail.

Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

Working knowledge of, or the ability to quickly acquire general knowledge of, the overall operation, practices, procedures, and activities of the Office of the Registrar.

Willingness to accept and embrace change.

Preferred Qualifications:

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Experience using student administration systems such as PeopleSoft.

Familiarity with student academic records.

Familiarity with the ASSIST database and maintenance systems.
Special Conditions:

Must be able to work, in an area with a high level of noise distractions and limited privacy. Must be able to work in an environment without natural lighting or windows.

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Mandated Reporter:* Limited - The person holding this position is considered a limited mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA: Yes

Conflict of Interest:* None

Supervises Employees:* Yes

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**Job Duties**

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tbody>
<tr>
<td>90</td>
<td>Review and evaluate student college transcripts, identify appropriate course information and enter information in the student information system.</td>
<td>Essential</td>
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<td>Forward information to Evaluators for evaluation and posting of credit.</td>
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<td>Research unique transcripts (domestic, international, military) and enter course data accordingly in the student information system.</td>
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<td>Review and update course information for transferrable external courses by institution in the student information system.</td>
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<td>Perform data entry of articulation materials into ASSIST database.</td>
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<td>Coordinate and track articulation requests, including electronic workflow and administration of additional articulation in the TES database.</td>
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<td>Create and present materials for campus communities that highlight and promote the continued need for course articulation.</td>
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<td>10</td>
<td>Perform other job-related duties and special projects as assigned.</td>
<td>Essential</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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**USERS AND APPROVALS**