

Academic Programs Secretary and Registrar

Position Purpose

This position provides the administrative structure needed for accurate enrollment, registration, attendance, participation, and student records in FLEX and related academic programs. The employee serves as the first point of contact for students and families and provides direct administrative support to the Academic Advisor. Success requires warm customer service, careful follow-through, sound judgment, technology confidence, and consistent attention to detail.

Essential Responsibilities

- Guide students and families through inquiry, enrollment, registration, orientation, withdrawal, and records-transfer processes.
- Review enrollment materials for completeness and accuracy; enter and maintain student, guardian, program, course, schedule, and enrollment data in approved systems.
- Request, organize, and route cumulative records and transcripts; reconcile rosters, schedules, enrollment lists, and reports and correct routine discrepancies.
- Collect and enter FLEX attendance, participation, instructional-contact, and engagement information within required timelines. Retention of students and pursuing missing students to re-engage.
- Review attendance and meaningful-contact records for missing or conflicting entries, prepare exception reports, follow up with staff and families, and elevate unresolved concerns.
- Serve as FLEX's first point of contact by phone, email, video, and in person; explain routine procedures, route concerns, and track inquiries through completion.
- Schedule intake meetings, orientations, advising appointments, testing, and conferences and assist families with approved forms, portals, passwords, and basic access problems.
- Support the Academic Advisor with calendars, correspondence, meeting materials, student schedules, graduation tracking, Educational Plans and Profiles, advisory materials, dual-credit records, and class lists.
- Create and maintain spreadsheets, forms, templates, reports, family notices, website updates, purchasing paperwork, supply records, and procedure guides.
- Protect confidential information, verify identity before releasing records, meet deadlines, communicate barriers promptly, and provide backup clerical support as assigned.

Minimum Qualifications

- High school diploma or equivalent and at least three years of experience involving front-desk service, customer support, office administration, records, scheduling, or data entry. Relevant education may substitute for part of the experience requirement.
- Demonstrated ability to communicate with the public by phone and email, manage competing priorities, review detailed information accurately, and maintain professional confidentiality.
- Working knowledge of word processing, spreadsheets, shared calendars, email, electronic forms, and web-based systems; ability to learn new software and troubleshoot common access problems.
- Ability to pass district-required background checks and meet requirements for employment in an Oregon public school district.

Preferred Qualifications

- Associate degree or higher in administrative business, office administration, business management, education, or a related field.
- Experience in education, healthcare, banking, hospitality, public service, or another environment requiring accurate records, responsive customer service, and calm problem-solving.
- Experience with enrollment, registration, attendance, reservations, account servicing, scheduling, transaction reconciliation, remote work, procedure documentation, or login and technology assistance.
- Experience with Synergy or another student information system is preferred; training may be provided to a candidate with strong transferable skills.

Role Limits and Working Conditions

The employee completes established clerical and data processes and corrects routine discrepancies. Student placement, credit, graduation, discipline, truancy, special education, and legal-compliance decisions remain with licensed or administrative staff. Work requires frequent computer, telephone, and electronic-record use and may include travel between district sites and occasional movement of materials weighing up to 25 pounds. Reasonable accommodations may be made for qualified individuals.

This description identifies the position's primary responsibilities and may be adjusted to meet program and district needs consistent with the position's classification and applicable agreements.