Associate, Student Services

The Service Center at the Tennessee Board of Regents (TBR) supports the System Office and Technical Colleges of Applied Technology (TCATs) within the following functional areas: Human Resources, Payroll, Finance, and Student. The Service Center Student functional area is supported by the Office of Student Success for admissions, records, financial aid, and accounts receivable.

The Associate, Student Services is responsible for ensuring all student transactions are provided in a timely and accurate manner and in compliance with all applicable institutional, TBR, State, and Federal regulations, policies, and guidelines. In consultation with the Assistant Vice Chancellor for Enrollment Management, Assistant Vice Chancellor for Academic Affairs, and Student Services Specialist, this position manages the curriculum and student record processes in Banner and Curriculog for the technical colleges. The Associate, Student Services works closely with the institutions of the TBR system and is expected to provide a high level of customer service to all institutions served.

Responsibilities:
Create new and modify academic programs in Banner Student validation tables and course record;
Assist in maintaining validation tables and process configuration between Acalog/Curriculog and Banner Student;
Initiate workflow for new course creation and modifications;
Provide technical support for the implementation, maintenance, analysis, evaluation, and testing of workflows and templates for Curriculog and Banner Student;
Create and maintain business process documentation for technical and functional users related to curriculum management for Curriculog and Banner Student;
Assist in the preparation of batch transcripts;
Assist in the preparation of batch degree audit forms;
Run population selections for batch processes;
Assist with the process to produce and send all 1098T Forms;
Serve as liaison with technical college instructors regarding attendance, grade entry, and exit processes in Self-Service Banner (SSB);
Assist the Assistant Vice Chancellor, Enrollment Management with all other student records maintenance as directed;
Assist with the facilitation of training for institutions on curriculum processes for Curriculog and Banner Student processes;
Assist with the development and maintenance of guidelines and training documentation;
Field employee questions and researches student records transaction processing concerns;
Work cooperatively and effectively with other departments, including the Office of Academic Affairs and IT in support of Curriculog and Banner Student database changes and improvements;
Communicate to employees and administration regarding student records related issues and solutions;
Collaborate with the Office of Academic Affairs, Policy and Strategy, and IT to initiate and complete institutional, TBR, State and Federal required reports as well as ad hoc reports;

Prepare for proposed changes to reporting requirements and proactively facilitate the creation or updates to necessary scripts to extract data from Banner;

Oversee the submission of data to the National Student Clearinghouse to ensure timeliness and accuracy;

Perform other duties as assigned

Knowledge, Skills, and Abilities:

In-depth knowledge of college or university admissions and records processing and reporting requirements;

Broad knowledge of federal and state laws and guidelines;

A willingness and passion to learn new hardware and software systems that are consistent with duties;

Ability to effectively analyze data and inquiries, think critically, and make appropriate decisions;

Effective organizational and time management skills;

Ability to work as part of a team or work alone without close supervision;

Ability to communicate effectively, both in writing and orally;

Ability to understand customer needs and provide quality service;

Ability to maintain confidentiality in compliance rules and regulations, including HIPAA and FERPA guidelines on the disclosure of information

Minimum Qualifications:

Bachelor's degree and a minimum of 2 years of related work experience OR an Associate's degree and a minimum of 5 years of related work experience OR a comparable combination of education and experience;

Experience working in student services in a technical college, community college, university setting or system;

Experience with Banner or similar ERP system

Preferred Qualifications:

Experience and familiarity with curriculum management and student record management;

Experience with Acalog/Curriculog;

Experience within a shared service operating environment;

Experience or training in Windows operating system and Microsoft Office 365 applications;

Experience in developing and implementing training and/or workshops for functional users

Applications accepted online only at https://www.tbr.edu/hr/job-opportunities-tbr-system-office