



Waukesha County Technical College Records Specialist

SALARY	\$21.00 - \$21.91 Hourly	LOCATION	WCTC Pewaukee Campus, 800 Main Street, Pewaukee, WI 53072, WI
JOB TYPE	Full time	JOB NUMBER	2026-05-12TW
DEPARTMENT	Registration	OPENING DATE	05/12/2026
CLOSING DATE	6/3/2026 11:59 PM Central	GRADE/LEVEL	SA4

Description

The Records Specialist performs complex, responsible work in administering processes and providing services related to student academic records, registration, enforcement of academic policies, etc. The Records Specialist modifies, updates, and interprets student information in several databases, applies academic regulations to a variety of situations, performs complex troubleshooting, and investigates and resolves reported errors in academic records. The Academic Records Specialist exercises a significant amount of independent judgment and discretion in the performance of their job duties.

Characteristic Duties and Responsibilities (include, but not limited to)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

1. Administer student records updates to include, but not limited to, program changes, registration overrides, grading adjustments, and course drops/withdrawals, ensuring compliance with privacy regulations, institutional, state, and federal regulations. Provide guidance and training to staff and student workers on operations and data entry standards.
2. Provide high quality customer service to students, faculty, staff, and outside agencies in resolving complex registration and records inquiries and issues, leveraging in-depth knowledge and problem-solving skills. Address student questions and assist in troubleshooting registration issues, class conflicts, prerequisite error and billing. Update in college software systems and database.
3. Lead the administration of the National Student Clearinghouse verification process, ensuring accurate and timely data submissions to the Department of Education. Resolve discrepancies proactively and collaborate with the financial aid office to guarantee accurate enrollment status reporting for federal student aid purposes
4. Leverage reporting tools to analyze and interpret data related to student records to maintain the highest standards of data accuracy and integrity, implementing corrective actions as needed.
5. Collaborate with instructional managers and various departments to ensure effective enrollment, registration, and graduation processes
6. Contribute to the continuous improvement of office operations by assisting in the development and implementation of policies and procedures that enhance efficiency and service quality. Conduct testing and troubleshooting of system upgrades.
7. Support front-office operations, as needed, by efficiently managing communications, including phone, email, and in-person interactions, to provide timely and accurate information to all stakeholders.
8. Participate in and contribute to assignments and special projects of a similar nature and level, actively contributing to the overall success and operational excellence of the Registrar's Office.

Minimum Qualifications

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of college enrollment practices.
- Advanced knowledge of student information systems, data integration and processes. Strong conceptual, analytical, planning and problem-solving skills.
- Ability to analyze data and make decisions based on data.
- Demonstrated ability to work independently and in a collaborative team environment. Ability to work under tight deadlines.
- Ability to lead and provide direction to others effectively. Attention to detail and propensity for accuracy.
- Microsoft Office Applications.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

1. High school diploma plus some post-secondary education.
2. Two years of general office or customer service experience of which at least one year is post-secondary educational institution experience in enrollment.
3. Additional coursework beyond high school in administrative assistant or related courses is preferred.

Supplemental Information

The Records Specialist works in the Student Affairs division, and supports the Registration department. The position is available after July 1st.

This is a 12-month position, working 40 hours per week.

Typical hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

All applicants must submit a completed application along with a current resume and cover letter.

Interviews

Selected candidates will be invited for an onsite interview, Thursday, June 11th, 2026.

WCTC offers a wide range of outstanding benefits. Benefits include, but not limited to:

- Competitive compensation
- Comprehensive Benefits Package including health, dental, vision, life, long-term disability, supplemental life, flex spending accounts, and much more
- Generous time off and holiday schedule
- Eligibility in the Wisconsin Retirement System (ETF)
- Opportunities for professional growth and development (including tuition reimbursement, tuition waiver)
- Well-being activities to support personal and professional well-being
- Collaborative and supportive team environment

Internal team members are encouraged to grow their careers at WCTC! To be eligible to apply for a new role, employees must be in their current position for at least six (6) months.

Candidates must be legally authorized to work in the United States at the time of hire and maintain that authorization through employment. Verification of employment eligibility will be required upon hire. WCTC does not provide employment-based visa sponsorship.

Employer

Waukesha County Technical College

Address

800 Main Street

Pewaukee, Wisconsin, 53072

Phone

262-691-5223

Website

<http://www.wctc.edu>