

*Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.*

*With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.*

*An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.*

**Registration Clerk  
Office of the Registrar  
Regular Full-Time Position  
Position Number 475010**

**General Description**

The Registration Clerk is under general supervision and is responsible for providing information to the public and the University community about the Office of the Registrar's procedures and general information about the University. The Registration Clerk is also responsible for processing transcript requests, automation of hard copy transcripts and fax machine custodian.

**Primary Duties and Responsibilities**

- Answer telephone and provide general information, route calls to appropriate office.
- Process drops/adds, overloads, withdrawals, refund authorizations, address changes, and pass/fails.
- Greet students and visitors and refer to proper office/staff.
- Process daily mail and mass mailings.
- Distribute forms and materials as appropriate.
- Check forms and materials for completeness, correctness and the presence of necessary information.
- Maintain inventory of office forms in work area.
- Assist with registration activities.
- Serve as on-site fax custodian.
- Assist graduation area with Commencement exercises.
- Process transcript requests in Student Information System and hard copy.
- Automate hard copy transcripts if applicable.
- Supervise front office student employees.
- Perform other job-related duties as assigned.

**Essential Functions**

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to accurately enter data in computer system.
- Ability to process incoming and outgoing mail.

**Required Minimum Qualifications**

- High school graduate or equivalent.
- Computer skills.
- Keyboarding exam.
- A background check will be required of the successful applicant.

### **Additional Preferred Qualifications**

- Previous work experience in a college environment.
- Keyboarding score of 45 wpm.
- Knowledge of university student information systems.

**IT IS A CLASS A MISDEMEANOR TO MISREPRESENT ACADEMIC CREDENTIALS**