



**University of Texas at El Paso  
Job Description**

**Job Code:** 8181  
**Job Title:** PACE Registration Assistant  
**Department:** Professional and Continuing Education  
**Reports To:** In accordance with specific departmental policies  
**FLSA Status:** Non-Exempt  
**Prepared By:** Human Resource Services  
**Creation / Revision Date:** December 10, 2010

**Summary:** Provides routine registration support services for Professional and Continuing Education Department.

**Note:** The primary accountabilities below are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Incumbents may perform all or some of the primary accountabilities listed below. Specific tasks or responsibilities will be documented in the incumbents' performance objectives as outlined by the incumbents' immediate supervisor or manager. This position is security-sensitive and subject to Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. Must possess a valid driver's license issued by the State where the applicant resides and must be insurable as defined in the UT System BPM 16-05-02, as applicable to the performance of essential duties and responsibilities of the position.

**Statement of Duties and Responsibilities:**

Provides high quality customer service to all PACE customers and instructors; greets customers, screens telephone calls, runs errands, files, and is responsible for a money bag throughout the day.

Provides courses information and assistance with registration process; receives and answers requests for course information; registers individuals for courses via telephone, fax, mail, or in person.

Receives cash, checks, or completes credit card transactions; adjusts complaints concerning billing or service rendered, referring complaints of service failures to superior for investigation.

Counts money at beginning and end of work shift; balances monies to day-end report.

Computes bill, collects payment, and makes change for customers.

Checks and verifies the accuracy and completeness of data which has been processed through registration information system.

Generates records information and certificates of completions through registration information system.

Prepares new record files, retrieves data from files and updates existing files and records as requested.

Insures that all requests for file information are in compliance with the established policies and procedures.

Receives and processes data from attendance/completion rosters.

Retrieves and updates existing files and records as requested.

Assists in the preparation course and instructor materials.

Maintains security of records.

Maintains a high degree of confidentiality on all of the sensitive information this position is privy to.

May be required to work weekends and variable schedule depending on department peak times.

Knowledge of all Microsoft Office software and able to learn and use institutional software systems.

Complies with all State and University policies.

Other duties may be assigned.

**Supervisory Responsibilities:** No supervisor responsibilities.



**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Minimum Education required:** High school or General Education Degree (GED).

**Minimum Experience required:** Two years of related experience to the statement of duties and responsibilities; or equivalent combination of education and experience.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.