



Classification Description

Job Title: Associate Registrar, Student Records

Pay Grade: 113

Job Code: 3987

FLSA Status: Exempt

Job Purpose

This is advanced, supervisory, technical and specialized work in support of the Office of the Registrar. Work includes performing responsible tasks related to student records including, but not limited to, academic petitions and transfer credit processes. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

General Responsibilities

Essential Functions

Assists and supports the Registrar in planning, organizing, directing and coordinating various facets of operations within the Office of the Registrar. Provides responsible supervisory and administrative support to the Registrar by giving direction to assigned staff, and provides leadership for excellent student service.

In collaboration with the Registrar, ensures that student records related practices and processes are in compliance with accreditation standards as well as state and federal rules and regulations.

Serves as an integral part of department leadership, by providing valuable input regarding hiring, supervising, and training appropriate staff.

Resolves student, parent, and faculty issues related to student records that escalate to management level. Collaborates with other campuses/center and other departments to resolve issues related to student records.

Reviews and initiates appropriate actions on academic petitions, ensuring that actions are documented and in line with College operating policy, state statutes, and accreditation standards.

Serves on the Credit Review Committee with the Registrar and liaises with Committee Chair, Academic Deans, and staff members to ensure timely processing and resolution of Credit Review requests.

ASSOCIATE REGISTRAR, STUDENT RECORDS

Oversees the expansion and maintenance of the transfer database. Monitors system tables for accuracy and assigns functional tasks as needed to reconcile discrepant data to ensure data integrity.

Develops written procedures for the award of external credit to ensure process accuracy and consistency College-wide.

In coordination with the Registrar, serves as a resource to the College community for FERPA queries and training.

Processes several, varied student records-related issues including, but not limited to, closing records for deceased students, resolving multiple student ID issues, assisting the Registrar with the verification of student-athlete eligibility, resolving changes of grades initiated by professors, and resolving and verifying correct credit for repeated courses.

Serves on College committees as appropriate and supports the Registrar in various College initiatives.

Serves as backup within the Office of the Registrar for fulfilling subpoena requests.

Participates in the development of departmental performance goals, effectiveness plans, and other assessment measures to document departmental improvement.

Assists the Registrar with special projects as directed including, but not limited to, annually proofreading, editing, and updating portions of the College Catalog and maintaining the Office of the Registrar's Canvas page.

Leads, directs, and supervises the Office of the Registrar staff in the absence of the Registrar.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in business, education or a related field.

Four (4) years of full-time professional and progressive work experience in a college or university Registrar's or Admissions Office, including two (2) years of demonstrated supervisory experience.

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Extensive knowledge of the Family Educational Rights and Privacy Act of 1974 (FERPA) and the Florida College System's (FCS) governing statutes and laws.

Demonstrated strong organizational, planning and communication skills.

Experience working within a student information system (Ellucian Banner preferred), and proficiency using office equipment including a computer, scanner, copier, printer, multiline telephone system, and webcam.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and external regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

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- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 29, 2021. Revised: July 1, 2023.