



## Classification Description

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**Job Title: Registration Manager**

**Pay Grade: 110**

**Job Code: 3943**

**FLSA Status: Exempt**

### **Job Purpose**

This is specialized, technical and supervisory work in implementing and maintaining the successful operation of the College's Office of the Registrar. Work includes daily supervision of Registration staff and operations; enforcing and disseminating related departmental policies and College operating procedures; and screening work for accuracy.

### **General Responsibilities**

#### **Essential Functions**

Assists and supports the Registrar in planning, organizing, directing, and coordinating various facets of operations in the Office of the Registrar including registration and transcript processes.

Hires, trains, supervises, and evaluates registration staff to include developing work schedules, approving work schedule changes, submitting time sheets, and reviewing/ approving requests for leave.

Ensures adequate staffing coverage and relieves registration staff as needed by serving as a secondary resource and/or backup.

Monitors the workflow volume in the office and informs the Registrar of any backlogs. Creates contingency plans for peak registration periods.

Provides and models quality customer service and is readily available to provide pleasant and professional service to students and others seeking information regarding the College's registration documents and processes.

Provides training and guidance to registration staff on all campuses to ensure efficient and consistent processing of registration documents, and adherence to appropriate calendar guidelines.

Leads and monitors the appointment scheduling system (QLess) for the Office of the Registrar.

Monitors the Dual Enrollment email account, and ensures timely completion of dual enrollment registrations via processing and distribution to staff as needed.

## REGISTRATION MANAGER

Manages the Florida Shines transient student process, serves as primary responder to Registrar email inbox, and oversees and assists with departmental chat service.

Provides Registrar with reports reflecting services provided (in-person, chat, email, etc.) and volume data.

Serves as a backup to Associate Registrar for various processes as needed.

Responsible for monitoring the electronic transcript request system and assisting students with questions.

Assists departmental colleagues with incoming and outgoing transcripts.

Prepares official academic transcripts for special population students and alumni while assuring transcripts are released according to the highest standards of integrity, confidentiality, and following FERPA guidelines.

Creates and conducts periodic training regarding registration operating procedures for both staff and student employees.

Processes reinstatement requests as appropriate.

Monitors and assists with scanning process in relation to materials affecting the academic record and ensures electronic files are correct, complete, and properly indexed.

Ensures the integrity and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other federal regulations, and College records and archival policies.

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

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 with academic preparation and training in student personnel services, higher education administration or a related field.

## REGISTRATION MANAGER

Three (3) years full-time related professional work experience in student services, admissions, registration, records or a related field, including at least one (1) year of full-time experience in a supervisory role. Appropriate combination of education and experience may be substituted.

Demonstrated strong organizational and planning skills.

Knowledge of confidentiality requirements (FERPA & Solomon Act).

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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 outside regulations pertaining to the position.
- 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.

## REGISTRATION MANAGER

- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- 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: April 12, 2021. Revised: July 1, 2023.