



Classification Description

Job Title: Associate Registrar, Systems and Reporting

Pay Grade: 113

Job Code: 3944

FLSA Status: Exempt

Job Purpose

This is an advanced, technical, and specialized position in the Office of the Registrar. The Associate Registrar works directly with the Information Technology department on projects such as Banner upgrades and other technology enhancements as they relate to the Office of the Registrar. In addition, the Associate Registrar oversees the departmental processes of graduation, state and federal reporting, degree and enrollment verifications, and assists with the oversight of the College's degree audit software system. This position serves as the primary technology advisor within the Office of the Registrar, and is responsible for departmental Banner training. 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 the operations of the Office of the Registrar and the use of technology.

Provides highly responsible departmental technical work to include the oversight, maintenance, and operation of the Office of the Registrar's portion of Banner.

Assists with analyzing and ensuring the integrity of the degree evaluation and curriculum planning system data and responding to needs of various departments.

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

Collaborates with the Registrar, appropriate leadership, and staff to develop policies and practices related to the department. Recommends, manages and monitors appropriate improvements regarding technology systems and operations for the Office of the Registrar.

Maintains integrity and strict compliance with FERPA, the Solomon Act, other state and federal regulations, and College records and archival policies to ensure the integrity and confidentiality of student academic records.

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Generates and manages graduation and commencement statistics, reports, and processes to identify various populations to include data analysis and reporting to appropriate constituents.

Responsible for the prompt and accurate reporting and retrieval of degree and enrollment data and the reporting of graduation data files via the National Student Clearinghouse.

Processes Credit Review petitions approved by the Office of the President that require adjustments to CAPP.

Certifies program and degree requirements for all degrees and certificates, and notifies candidates in writing when degree requirements for graduation are not met.

Processes and verifies the Dean's List; ensures it is maintained on the College website.

Serves as the backup to the Registration Manager to ensure adequate staffing of Registration staff.

Assists the Registrar in enforcing and disseminating related departmental policies and College operating procedures.

Works with Student Financial Aid to process Title IV refund reports pertaining to student withdrawal Course Program of Study, and record updates.

Assists with monitoring the workflow volume in the office and informs the Registrar of any backlogs. Helps create and implement contingency plans for peak periods.

Responsible for building approved calendar dates related to the Office of the Registrar in Banner.

Assists with the communication of registration policy and procedure updates to all appropriate staff.

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

Reviews proposed curriculum changes and provides feedback on student degree progression and ensures proposal accuracy and technical feasibility. Attends Curriculum Committee meetings.

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.

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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 work experience in student services within an institution of higher education.

Demonstrated strong organizational and planning skills.

Experience operating within an integrated database system such as Banner.

Knowledge of degree audit, and Catalog software programs.

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.
- Possess a working knowledge of operational and fiscal analysis techniques.
- 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.

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- 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.
- 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: October 27, 2021. Revised: July 15, 2022. Revised: July 1, 2023.