



Classification Description

Job Title: Registrar

Pay Grade: Administrator

Job Code: 3210

FLSA Status: Exempt

Job Purpose

This position is responsible for the overall leadership and management of the College's student registration and records processes. This is advanced, specialized professional work developing, implementing and maintaining a student registration process College-wide. This position leads a department responsible for all activities pertaining to registration of all first-time and returning students, as well as all activities related to the smooth functioning of registration, student records, the College catalog, FERPA, graduation and all other related College processes. This is an administrator on annual contract position.

General Responsibilities

Essential Functions

Provides overall College-wide leadership for the Office of the Registrar including the hiring, training, supervision and evaluation of departmental staff.

Establishes goals and objectives for the department in collaboration with the Vice President of Student Affairs, and Associate Vice President of Enrollment Services.

Oversees the process of troubleshooting, identifying, and correcting student academic history, issues and problems.

Acts as the liaison with registration staff at other campuses to ensure consistency and continuity of all registration and records processes College-wide.

Supervises the coordination, evaluation and certification of all graduation applications, while overseeing the complete graduation process.

Provides leadership and develops appropriate recommendations for the implementation of related technology applications in support of enhanced services offered through the department.

Oversees staff utilization of the Banner System for registration including safeguarding the integrity and confidentiality of student information contained therein.

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Analyzes statistical data on registration for administrative use in formulating departmental strategies, policies and procedures.

Directs the preparation of statistical reports on educational activities for government and educational agencies, and communicates registration policies to faculty, staff and students.

Serves on the Curriculum, Calendar, Credit Review, and other relevant committees.

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

Serves as the responsible custodian of all official student academic records including electronic databases.

Provides accurate and timely information on student registration and related processes to appropriate College leadership.

Responsible for the official seal of the College.

Conducts staff meetings on a periodic basis to discuss pertinent information, policies, and procedures.

Prepares and maintains the College operating procedures for the Office 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

Master's degree from a regionally accredited institution of higher education.

Five (5) years full-time professional work experience in a secondary or higher education registration, enrollment management, or admissions office or related area.

Strong organizational and planning skills, as well as a working knowledge of budget management.

Experienced advanced user of an integrated student database such as SCT Banner.

Experience with data analysis.

Personal and educational philosophy compatible with the goals, objectives and mission of the College.

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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.
- 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.
- 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.

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Environmental: Normal general office.

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

Approved: May 7, 2014. Revised: July 1, 2014. August 15, 2017, January 22, 2021, July 15, 2022.