



Classification Description

Job Title: Associate Registrar, Systems and Reporting

Pay Grade: 115

Job Code: 3944

FLSA Status: Exempt

Job Purpose

The Associate Registrar, Systems and Reporting is responsible for the management and supervision of Information Desk Associate and Registration Specialist I personnel, across multiple Florida SouthWestern State College (FSW) campuses. In collaboration with the Registrar and the Office of Information Technology, this role works directly on projects such as Banner upgrades and technology enhancements to ensure compliance with State statutes and requirements related to the Office of the Registrar. In collaboration with the Registrar, this role provides professional leadership and operational guidance in the planning, execution, analysis and continuous improvement related to the awarding of FSW credentials, state and federal reporting, and the College's degree audit software system. This position serves as the primary technology advisor within the Office of the Registrar. 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 system functions and processes within the Office of the Registrar remain compliant with FSW policy and practice. Provides departmental technical expertise for the Office of the Registrar's portion of Banner.

Ensures the integrity and proper programming of the College's degree evaluation system to support curriculum actions.

In collaboration with the Registrar, develops and ensures that systems reporting-related practices are aligned with the mission and goals of FSW.

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Recommends, manages and monitors appropriate improvements regarding technology systems and operations for the Office of the Registrar.

Maintains compliance with FERPA, other state and federal regulations, including but not limited to records retention and confidentiality of student academic records.

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.

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

Manages the auto-graduation and self-identified processes to ensure requirements for all degrees and certificates are fulfilled prior to awarding.

Collaborates with the Office of Information Technology to determine various processing schedules for the Office of the Registrar.

Verifies the Dean's List process to ensure accuracy, notifications, and publication on the College website.

Collaborates with the Registrar to ensure consistent and effective communication of departmental policies Collegewide.

Collaborates with Student Financial Aid to ensure Title IV refund reports pertaining to student withdrawals are completed in a timely and accurate manner.

Maintains FloridaShines database for incoming and outgoing students.

Responsible for building approved calendar dates related to the Office of the Registrar in Banner and as approved by the Calendar Committee.

Provides oversight and management of diploma protocol.

Serves on Collegewide committees as appropriate including, but not limited to, Calendar Committee, Curriculum Committee, Search Committees, and supports the Registrar in various related College initiatives.

In collaboration with the Registrar, develops, executes, and maintains appropriate sections of the College's Strategic Plan and related Institutional Effectiveness Plans for the purpose of evaluating effectiveness of the Office of the Registrar; monitors departmental effectiveness and makes recommendations for continuous improvements.

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Serves on the Registrar's Leadership Team.

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, preferably in higher education, or a related field.

Four (4) years of full-time professional and progressive work experience in a College or university setting. Appropriate combination of education and experience may be substituted.

Demonstrated leadership or supervisory experience.

Familiarity with the Family Educational Rights and Privacy Act of 1974 (FERPA).

Demonstrated strong organizational, planning, and communication skills.

Experience working with a student information system (Ellucian Banner preferred).

Demonstrated experience using a personal computer and office software such as MS Office products. Must be able to navigate websites proficiently.

Ability to understand and identify technical issues if they arise.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Experience with and knowledge of page layout and design practices, and experience using related software to create and maintain clear and easy-to-use student forms.

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 techniques.
- Make presentations in front of various group sizes.

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- 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.

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, July 1, 2023, and June 24, 2024.