



Classification Description

Job Title: Associate Registrar, Student Records

Pay Grade: 115

Job Code: 3987

FLSA Status: Exempt

Job Purpose

The Associate Registrar, Student Records is responsible for the management and supervision of all members of the Records Team and department initiatives within 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 of all policies and procedures related to intake and processing of external, equivalent credit earned for students entering Florida SouthWestern State College (FSW). This includes, but is not limited to, disseminating policy and procedures regarding the intake and processing of student records. 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 comply 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 staff. Manages and supervises the Records Team. Supervises assigned personnel in accordance with College policies and applicable laws including coordinating and overseeing recruitment and hiring of Records Team staff and evaluation; plans, assigns, and directs work.

In collaboration with the Registrar and the Office of Information Technology, evaluates new technologies, and strategically plans for process improvement to oversee project implementation, where automation may improve efficiency, accuracy, and consistency in credit evaluation and/or other student records-related processes.

ASSOCIATE REGISTRAR, STUDENT RECORDS

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, and problem-solves to deliver diplomatic resolutions for challenging student records-related service issues.

As a key member of the Petition Review Committee, 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.

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 processing of awarding equivalent credit to ensure process accuracy and consistency College-wide.

In collaboration with the Registrar, serves as a resource to the College community for FERPA queries and training. Maintains compliance with FERPA, other state and federal regulations, including but not limited to records retention, and confidentiality of student academic records.

Manages 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, reconciling students' preferred names, resolving changes of grades initiated by professors, and resolving credit for repeated courses.

Serves on College-wide committees as appropriate, including, but not limited to, Petition Review Committee, Credit Review Committee, Calendar Committee, Standards of Academic Progress Committee, and supports the Registrar in various related College initiatives.

Manages and supports the process for fulfilling subpoena requests.

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

Develops and maintains all Office of the Registrar student records forms, in line with College policies and practices.

Assists the Registrar with special projects as directed including, but not limited to, developing and revising the Office of the Registrar's portion of the College Catalog and maintaining the Office of the Registrar's Canvas page.

ASSOCIATE REGISTRAR, STUDENT RECORDS

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.

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 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.

Demonstrates leadership or supervisory experience.

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

Demonstrates strong organizational, planning, and communication skills.

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

Demonstrates 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.

Demonstrates ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.

ASSOCIATE REGISTRAR, STUDENT RECORDS

- 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.

Environmental: Normal general office.

ASSOCIATE REGISTRAR, STUDENT RECORDS

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

Approved: November 29, 2021. Revised: July 1, 2023, and June 24, 2024.