



## Classification Description

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**Job Title: Senior Coordinator, Accelerated Pathways Programs - Registration**      **Pay Grade: 110**

**Job Code: 4786**

**FLSA Status: Exempt**

### **Job Purpose**

This position participates in providing strategic oversight and quality assurance for all dual enrollment registration operations, serving as a subject matter expert and resource for Registration staff. The Senior Coordinator ensures operational excellence through data analysis, process improvement, staff training development, and cross-departmental coordination. In the absence of the Associate Registrar-Registration Operations, this position assumes responsibility for registration operations continuity. The Senior Coordinator plans and implements dual enrollment procedures to streamline processes within the Office of the Registrar and in collaboration with the Director, Accelerated Pathways Programs and the Coordinator, Accelerated Pathways Programs, Academic Affairs. This position interacts with school site administrators, personnel from multiple school districts, staff from the County Office of Education, and other partners. 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**

Leads continuous improvement initiatives for dual enrollment registration processes, identifying opportunities for automation, efficiency gains, and enhanced student experience.

Coordinates efforts with the Admissions, Advising, and Testing departments to guide, assist, monitor, and ensure seamless scheduling, enrollment, registration, and continuous support for dually enrolled students in accordance with internal policies and in compliance with government rules and regulations. Ensures all paperwork collected is complete and accurate.

Supports the College's overall enrollment goals by implementing strategies that meet the needs of high school administrators and comply with the College's internal policies and administrative procedures to fulfill objectives, meet timelines, and complete outreach plans for targeted schools and student populations.

Monitors the status of dual enrollment registration activity and overall dual enrollment program's effectiveness. Develops and assesses service area outcomes. Identifies other appropriate performance/activity metrics and captures and analyzes collected data. Apprises the Office of the Registrar of progress toward enrollment goals.

## SENIOR COORDINATOR, ACCELERATED PATHWAYS PROGRAMS - REGISTRATION

Provides College-wide strategic oversight and establishes standards to ensure that dual enrollment registrations are processed in a timely and accurate manner.

Proactively identifies and resolves operational problems, registration issues, administrative issues, and other workflow matters reported by faculty, District administrators, high school administrators, Registration staff, the College Registrar, and/or students in the program.

Identifies and implements systemic solutions in the resolution of the identified issues. Maintains effective communication and ensures timely reciprocal exchange of information with key stakeholders.

Processes end-of-term reports and tasks, including but not limited to the Repeats Report.

Develops and conducts dual enrollment process training for all Office of the Registrar staff.

Serves as a resource and point of contact for Registration staff in the absence of the Associate Registrar-Registration Operations.

Monitors and manages the Office of the Registrar phone and chat queues to ensure proper coverage.

Creates and provides comprehensive reporting and analysis on dual enrollment registration reports through the TDX system.

Conducts quality control audits on dual enrollment registration transactions to ensure data accuracy and compliance.

Ensures timely and accurate policy and procedural updates to dual enrollment registration process manuals.

Promotes and encourages dual-enrolled students to matriculate to the College upon high school graduation.

Assists with academic appeals, academic warnings, and student-of-concern notifications for the Accelerated Pathways Program.

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 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.

## SENIOR COORDINATOR, ACCELERATED PATHWAYS PROGRAMS - REGISTRATION

Four (4) years of full-time professional work experience in an educational setting including a minimum of two (2) years as Coordinator, Accelerated Pathways Programs-Registration in FSW's Office of the Registrar. An appropriate combination of education and experience may be substituted.

Demonstrated experience and proficiency using student database software.

Demonstrated experience using a personal computer, office software such as MS Office, and electronic mail. Knowledge of software used to create print and electronic (web-based) communications.

Ability to travel independently within the College's service district.

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.

## SENIOR COORDINATOR, ACCELERATED PATHWAYS PROGRAMS - REGISTRATION

- 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: March 6, 2026.