



Classification Description

Job Title: Registrar

Pay Grade: Administrator

Job Code: 3210

FLSA Status: Exempt

Job Purpose

The Registrar provides strategic, College-wide leadership for the Office of the Registrar, overseeing all student registration and records processes across FSW's multiple campuses. This is an advanced, specialized professional role responsible for developing, implementing, and continuously improving registration systems, academic records management, and academic policies. The Registrar ensures institutional compliance with all applicable federal, state, and accreditation standards while maintaining a commitment to providing excellent service to students, faculty, and staff. This position reports to the Associate Vice President for Academic Success.

General Responsibilities

Essential Functions

Serves as the official custodian of student academic records and is responsible for establishing, managing, and continuously improving all registration and records functions.

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

Establishes and communicates clear departmental goals, performance standards, and service expectations in collaboration with the Associate Vice President, Academic Success.

Conducts regular staff meetings to review policies, address operational needs, and share pertinent institutional and departmental information.

Develops and maintains current operating procedures for the Office of the Registrar, ensuring documentation is accurate, accessible, and consistently applied across all campus locations.

Serves as the primary liaison with registration staff at all FSW campus locations, ensuring consistency and standardization of registration and records processes College-wide.

Provides accurate and timely information on student registration, records policies, and related processes to appropriate College leadership and stakeholders.

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Oversees all aspects of the student registration process for first-time and returning students, ensuring seamless and equitable access to enrollment services.

Oversees staff utilization of the Banner Student Information System for registration functions, safeguarding the integrity, accuracy, and confidentiality of all student data contained therein.

Proactively identifies, troubleshoots, and resolves student academic history issues and discrepancies in collaboration with appropriate departments.

Supervises the coordination, evaluation, and certification of all graduation functions, overseeing the complete graduation process through credential conferral.

Serves on the Curriculum, Academic Calendar, Credit Review, and other relevant College committees, providing expertise and guidance on registration, records, and academic policy matters.

Assists in the development and maintenance of the Official Academic Calendar, including registration periods, add/drop deadlines, and grade submission schedules. Is also responsible for the official submission of the final approved calendar to the Florida Department of Education by the established deadline each year.

Contributes to the accuracy and integrity of the College Catalog, ensuring policies and procedures are current and clearly communicated.

Provides leadership in identifying and recommending implementation of technology solutions that enhance and modernize services offered through the Office of the Registrar.

Analyzes statistical data on enrollment and registration processes and trends to inform departmental strategies, resource allocation, and operational decision-making.

Directs the preparation and submission of statistical reports on educational activities for government agencies, accrediting bodies, and internal institutional stakeholders.

Communicates registration policies, deadlines, and procedural updates clearly and proactively to faculty, staff, and students through appropriate channels.

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 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 of 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.

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.

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- 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: May 7, 2014. Revised: July 1, 2014. August 15, 2017, January 22, 2021, July 15, 2022, May 7, 2026 (r), and July 1, 2026.