



Classification Description

Job Title: Associate Registrar, Registration Operations

Pay Grade: 115

Job Code: 4162

FLSA Status: Exempt

Job Purpose

The Associate Registrar, Registration Operations manages and supervises registration services staff across Florida SouthWestern State College (FSW) locations. In collaboration with the Registrar, this role provides operational leadership to registration staff; communicates departmental policies and College operating procedures; and promotes efficient, accurate student registration records. The Associate Registrar leads the collection, analysis, and dissemination of data related to customer service technologies 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 professional standards.

General Responsibilities

Essential Functions

Supports the Registrar in planning, organizing, directing, and coordinating registration operations and related processes.

Provides direct leadership and supervision to front-line registration staff across all campuses and oversees work schedules to ensure adequate staffing at each location.

Serves as the primary resource for registration-related matters.

Provides direct leadership and supervision for the Senior Coordinator, Accelerated Pathways Programs-Registration. Monitors the Dual Enrollment account to ensure the timely completion of dual enrollment registrations.

Monitors the workflow volume for departmental email, phones, and in-person service for the department and develops contingency plans as needed, including during peak registration periods.

Provides and models high-quality customer service and is readily available to assist students and others seeking information regarding the College's registration documents and processes in a courteous and professional manner.

Documents, plans, and administers consistent, intentional training for new team members.

ASSOCIATE REGISTRAR, REGISTRATION OPERATIONS

Training may include student information system processes, course registration, transcript intake, and appropriate referrals to additional student resources.

Leads and monitors the Office of the Registrar's appointment scheduling system (QLess) and coordinates Zoom, chat, and telephone schedule assignments.

Serves as the primary resource for inquiries in the Office of the Registrar email account.

Collects, analyzes, and reports accurate data to the Registrar regarding the volume and breadth of services provided through in-person, telephone, and email channels to support informed decision-making.

Prepares official academic transcripts for students and alumni according to the highest standards of integrity and confidentiality in line with the Family Educational Rights and Privacy Act of 1974 (FERPA).

Maintains compliance with FERPA and other applicable state and federal requirements, including requirements related to records retention and the confidentiality of student academic records.

Serves on College committees as appropriate and supports the Registrar in various College initiatives.

In collaboration with the Registrar, develops, implements, and maintains relevant sections of the College's Strategic Plan and related Institutional Effectiveness Plans to evaluate the effectiveness of the Office of the Registrar. Monitors departmental effectiveness and recommends opportunities for continuous improvement.

Maintains the Registration Operations Policy and Procedure Manual, including developing new procedures and revising existing procedures. Updates the manual in a timely manner and establishes processes for communicating changes to appropriate staff.

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 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.

ASSOCIATE REGISTRAR, REGISTRATION OPERATIONS

Four (4) years of progressively responsible, full-time professional work experience in a college or university setting. An 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 as they arise.

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

Knowledge of page layout and design practices and experience using related software to create and maintain clear, user-friendly 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 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 work effectively with individuals from a variety of backgrounds and perspectives.

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 and respect in interactions with individuals with varying perspectives, experiences, 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, and 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: August 10, 2023. Revised: June 24, 2024; and September 1, 2026.