

**JOB TITLE:** Registrar

**DEPARTMENT:** Registration

**LOCATION:** Union Campus

**REPORTS TO:** Vice President, Student Development

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 4/24/24; 09/08/16

**POSITION SUMMARY:** Provide leadership and oversight for the development, implementation, and management of activities and systems related to academic records, student registration, and academic scheduling.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of Bachelor's degree; master's degree preferred; three years related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Responsible for applying the laws and regulations pertaining to student records under FERPA guidelines.
- Maintain federal compliance with the Solomon Amendment and Voter Registration.
- Ensure the maintenance and integrity of student records.
- Administer and recommend policies and procedures in accordance with professional standards.
- Assist in policy development through membership on various college committees.
- Supervise registration staff, recording of grades and archiving of student records at all college sites.
- Supervise the production of academic transcripts, enrollment verification services, academic eligibility of student athletes in accordance with NJCAA, and completion of degrees and certificates.
- Develop and implement academic policies regarding student records, and ensure the security and integrity of academic records.
- Develop and maintain the student enrollment system (Colleague) as it relates to courses, degree and certificate programs, the schedule of classes and classroom facilities.
- Develop and coordinate the academic calendar, course schedule and final exam schedule with the Office of Instruction, Public Relations, Advising & Counseling, Financial Aid and other college departments.
- Plan and coordinate commencement services.
- Develop and monitor the department budget.
- Represent the College by participating in professional organizations relative to registration.
- Supervise the day-to-day operations of the Registration Office including the definition of work responsibilities, and assignment of specific work tasks.
- Supervise the evaluation of external transcripts for students with advanced standing.
- Analyze and resolve student disputes as they relate to records and registration.
- Adjustment of hours involving evening and/or weekend work may be required.
- Appropriately revise and maintain the Registration Department Procedure Manual.
- Serve as a member of the Student Development leadership team to develop and execute change management and process redesign initiatives that will lead to operational efficiencies.
- Create and foster a team environment where staff members are encouraged to develop and grow by being given opportunities for training, event coordination, project management, data analysis, or other areas of expertise.
- Plan, lead, and provide guidance on human resource activities, such as hiring, performance evaluations, disciplinary actions, and other staff-related concerns.
- Leads in the development and maintenance of comprehensive manuals that outline policies and procedures related to departmental operations.
- Leads the assessment efforts related to Student Learning Outcomes, regional and national standards.
- Review, leverage, and interpret data to meet established standards in service levels, staff productivity, and quality assurance.

- Facilitate a yearly student voice collection strategy and use results to implement improvement(s) to department practice.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

**KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of college and department policies, procedures, and practices with the ability to answer work related questions; knowledge of the Family Educational Rights and Privacy Act (FERPA), and other applicable laws pertaining to employment and education; ability to present materials effectively to individual students or groups; ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines; excellent organizational, analytical and planning skills; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change; skill in budget development and management; ability to prepare and analyze financial reports; ability to handle confidential material judiciously; ability to work accurately and efficiently in a fast paced environment with frequent interruptions; ability to use independent judgment and discretion; ability to manage multiple projects.

**Department:** Exhibited skills in communication, interpersonal relations, office management, records management, supervision, office procedures, and bookkeeping are essential; ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude; must show initiative and require minimal supervision to achieve assigned duties; ability to manage time, stress and conflict; ability to multi-task and prioritize; possess the highest ethical standards and impeccable integrity; ability to collaborate effectively with college departments and cross-functional teams; ability to work effectively with an ethnic, cultural and socially diverse student and staff population.

**LEADERSHIP and COMMUNICATION SKILLS:** Strong written and oral communication skills; ability to communicate effectively in a tactful and courteous manner with a variety of people, including students, employees, faculty, and the general public; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion; ability to work in a fast paced and stressful environment while maintaining a friendly and courteous manner; effective customer service skills, employee development and performance management; ability to make administrative/procedural decisions and judgments; ability to foster a cooperative work environment; ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; ability to interact effectively with diverse student populations and a wide variety of co-workers; possess strong presentation, interpersonal, and organizational skills; comply and enforce policies, procedures, and instructions.

**DECISION-MAKING and ANALYTICAL SKILLS:** Decision-making is a significant part of job, affecting a large segment of the school administration and the general public; perform professional or managerial work including advanced data analysis and synthesis; adhere to college and department policies, procedures, and practices; perform all job duties in a safe and efficient manner.

**EQUIPMENT AND SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Colleague, ImageNow, etc.; office machines such as telephones, fax machines, or copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *(The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.)*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; some work is performed in classroom, extended periods of time viewing computer monitor or standing; may require adjustment of schedule to include some evening and/or weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office

equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**POSITIONS SUPERVISED:** Associate Registrar; PT Registration Assistant

**SIGNATURES:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584- 6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*

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