

Job Template: Registrar Specialist

Occupational Group	Student Programs/Services
Job Family	Admissions and Registration
Job Path	Registrar
Job Title	Registrar Specialist
Job Category: P	Job Level: 3
FLSA Status: E	Job Code: L02000

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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Job Template

GENERAL SUMMARY

Responsible for tracking and maintaining student enrollment and academic records; University class and semester schedules; curriculum prerequisites and graduation requirements.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under general supervision of a supervisor or manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

Fundamental to any unit within the Office of the Registrar, this role will:

- Maintains the accuracy and integrity of academic records.
- Serves as a resource to faculty, administration, students, parents, and others regarding student records data and the associated policies and procedures.
- Monitors compliance with applicable University policy and by-laws, state and federal regulatory guidance and legislation and regional accreditation requirements.
- Troubleshoots, researches, and resolves problems of a routine nature.
- Anticipates and solves procedural problems resulting from policy changes.
- Works closely with other staff in the Registrar's office and other University offices to ensure smooth coordination and accuracy of information.
- Provides exceptional customer service to faculty, staff, students, alumni, and other University officials
- Represents the office and the registrar function on various campus and university-wide committees.
- Performs related work as required.
- Will be assigned to an area of focus in the Office of the Registrar. Specialized tasks may include functions related to:
 - Records, record-keeping and data retention
 - Student registration and direct student support

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- Degree audit and conferral
- NCAA and/or Title IV compliance
- Schedule of classes and final exams
- Catalog and curriculum management
- Business and systems responsibilities that support the operational functions of the Office of the Registrar

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Two years of related experience.

OR

- Associate's degree.
- Four years of related experience.

OR

- Six years of related experience.

COMPETENCIES

Knowledge of:

- Practices and procedures of student academic records
- Standard recordkeeping procedures
- Support systems for data management
- Academic regulations
- Relational databases and/ or student information systems, Microsoft Office and other related software applications

Skill in:

- Troubleshooting
- Planning and organization
- Understanding students and fostering student and University success
- Developing and maintaining effective and appropriate working relationships

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- Critical thinking, problem solving, and analysis

Ability to:

- Guide students and faculty through Registrar and Registrar-related processes
- Perform multi-step data reconciliation
- Interpret data to inform routine business practices
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to management

Job Template: Assistant Registrar

Occupational Group	Student Programs/Services
Job Family	Admissions and Registration
Job Path	Registrar
Job Title	Assistant Registrar
Job Category: M	Job Level: 5
FLSA Status: E	Job Code: L02001

M5: Level Standards

GENERAL ROLE

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

- Alter the order in which work or a procedure is performed.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
- Distribute work and monitor workload among staff.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under direction.
- Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

→ *Context of Decisions*

- Decisions are driven by office/departmental policy and procedures.

→ *Job Controls*

- Free to plan and carry out all phases of work assignments, including the oversight of staff.
- Has the latitude to make daily operational decisions.

COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Issues tend to be operational in nature.

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→ *Course of Resolution*

- Identifies issues and gathers facts.
Understands the smallest details of an assigned area.

→ *Measure of Creativity*

- Problems can be resolved within provided guidelines.
- Problems are not amenable to strict technical resolution, requiring innovative thinking.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

SCOPE AND MEASURABLE EFFECT

Incumbents:

- Manage a small homogenous department.
OR
- Manage a larger process-oriented area whose members perform like activities.
 - Actions regularly affect a department or a project outcome with office/programmatic impact.
 - Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
 - Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

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FLSA Status: E	Job Code: L02001

Job Template

GENERAL SUMMARY

Provides advanced services and manages day-to-day operations and staff in any of the Office of the Registrar's areas of focus, such as degree audit, scheduling, compliance, records, enrollment and systems. Incumbents regularly respond to unique circumstances and situations outside of the routine delivery of services.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under the direction of a supervisor or manager. Manages the day-to-day program operations and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

Fundamental to any unit within the Office of the Registrar, this role will:

- Interprets and explains Office of the Registrar policies and procedures, responds to inquiries for information, and makes referrals to other University offices as necessary.
- Responsible for effective staff management, including hiring, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment.
- Coordinates with all sections of the Registrar's office to review the effectiveness and efficiency of all Registrar's office practices, policies and procedures.
- Ensures proper daily functioning of assigned unit, with authority to make changes to unit-specific practices.
- Serves as a higher-level troubleshooter to resolve particularly impactful or complex systems or business problems.
- Develops and conducts training, programs and workshops for faculty, staff and administration covering wide range of technical applications and processes.
- Organizes and facilitates the maintenance of records in regards to all functions of registration services.

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- Advises students, faculty, staff and other University officials in matters relating to academic records, registration, degree audit, and permanent records.
- Compiles student data and verifies for accuracy and completeness. Generates statistics and prepares and/or presents reports.
- Administers and oversees complex projects and the associated relationships.
- Serves as a resource to the University community regarding university-wide academic/administrative systems.
- Represents the office and the registrar function on various campus and university-wide committees, task forces, meetings and serves as an active participant in shared governance.
- Oversees and enforces compliance with University policy and by-laws, state and federal regulatory guidance and legislation and regional accreditation requirements.
- Evaluates effectiveness of existing policies and procedures and recommends changes.
- Manages the implementation of new initiatives, requiring the coordination among staff and across University offices.
- Identifies and suggests strategies to manage and mitigate risk.
- Participates in professional and technical conferences and workshops.
- Performs related work as required.
- Will be assigned to an area of specialty in the Office of the Registrar. Specialized tasks may include functions related to:
 - Records, record-keeping and data retention
 - Student registration and direct student support
 - Degree audit and conferral
 - NCAA and/or Title IV compliance
 - Schedule of classes and final exams
 - Catalog and curriculum management
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MINIMUM QUALIFICATIONS

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- Bachelor's degree in related field.
- Five years of related experience. One year must be serving in an advanced capacity.

OR

- Eight to nine years of profession-based experience. One year must be serving in an advanced capacity.

COMPETENCIES

Knowledge of:

- Relevant policies and procedures related to student academic records
- Federal compliance regulations for credit hours, course length, and academic calendars
- Administrative organization and academic regulations
- Standard recordkeeping procedures
- Support systems for data management
- Student information systems, Microsoft Office and other related software applications

Skill in:

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Ability to:

- Guide students and faculty through the registration process
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management

Job Template: Associate Registrar

Occupational Group	Student Programs/Services
Job Family	Admissions and Registration
Job Path	Registrar
Job Title	Associate Registrar
Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L02002

M7: Level Standards

GENERAL ROLE

This level is accountable for providing management of a moderate- to notably-sized department charged with providing a variety of cross-disciplinary services. Incumbents should have oversight of professional and non-professional staff, as well as business and/or administrative operations. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

- Modify practices and procedures to improve efficiency and quality of service delivered by subordinate staff.
- Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities for subordinate staff, as needed.
- Set staff objectives, immediate- and/or long-term, as a means to fulfill departmental or division initiatives.
- Provide analytical, technical, and advisory support to more senior members within the same disciplinary track
- May determine how to achieve directives set by directors, at a department level.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under general direction.
- Seeks assistance only when unique situations arise, coupled with financial impact to the division, and political consequence.

→ *Context of Decisions*

- Work is focused on and regulated by specific division goals and milestones.

→ *Job Controls*

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Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L02002

- Incumbents act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the division and departmental objectives.
- Subject to managerial controls through conferences, review of reports, and occasional departmental visits.
- Managerial controls are exercised on incumbents for matters of policy development and coordination, intermediate- and long-range planning, budgetary, and human resources based matters.

COMPLEXITY AND PROBLEM SOLVING

→ Range of issues

- Problems are unique and unexpected.
- Challenges for problems arise due to lack of precedent or policy at a division or University level.

→ Course of Resolution

- Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches.
- Problem resolution should frequently require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

→ Measure of Creativity

- Incumbents are required to develop new policy for approval and conceptualize an implementation plan for new procedures or processes due to the new policy.

COMMUNICATION EXPECTATIONS

→ Manner of Delivery and Content

- Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

SCOPE AND MEASURABLE EFFECT

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Job Category: M	Job Level: 7
FLSA Status: E	Job Code: L02002

- Manage a department of notable size, complexity, and significance that, in part, directly affects how well the organization to which the department belongs operates.
- Actions regularly affect a department or a project outcome with division-wide impact.
- Actions generally have a direct impact on controlling such things as program scope, staff size and nature of work, scope of services, operating budget, etc.
- Actions may have high-risk financial, compliance, political or safety implications.
- Performance results tend to related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

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Job Template

GENERAL SUMMARY

Manages the programmatic and administrative operations and staff for any of the service areas within the Office of the Registrar, such as degree audit, scheduling, compliance, records, enrollment and systems.

REPORTING RELATIONSHIPS AND TEAMWORK

Works under the general direction of the University Registrar. Manages professional and non-professional staff, as well as the administrative and business operations of a specific Registrar work unit.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Interfaces with internal and external partners, leadership, and subject matter experts to identify key issues, develop recommendations, and implement project plans.
- Participates in the strategic and operational development and management of the implementation of new initiatives, requiring the coordination among staff and across University offices.
- Participates in hiring, training, supervising, and evaluating the professional and support staff, in their area(s) of responsibility and supervises subordinate staff in hiring, training, supervising, and evaluating the professional and support staff, in their area(s) of responsibility
- Manages staff responsible for maintaining internal office files, records, and data collections. Accountable for all aspects of altering registrar data collection materials and forms used by external and internal constituents.
- Performs complex data analysis and develops solutions that serve students, faculty, and staff.
- Streamlines and standardizes business processes while developing an environment of continuous process improvement. Works collaboratively with academic and administrative members of the University to review and improve policy and procedure.
- Monitors and enforces compliance with University policies and by-laws regarding assigned essential registration function. Oversees and enforces compliance with University policy

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and by-laws, state and federal regulatory guidance and legislation and regional accreditation requirements. Manages and responds to requests from auditors or similar parties.

- Creates and manages relationships with business partners across the University community to improve business processes.
- Represents the office and the registrar function on various campus and university-wide committees, task forces, meetings and is an active participant in shared governance.
- Interprets and explains Office of the Registrar policies and procedures, responds to inquiries for information, and makes referrals to other University offices as necessary, participates in the refinement or development of new policies and procedures, both internal (to the office) and external (to the University).
- Participates in professional and technical conferences and workshops.
- Performs related work as required.
- Will be assigned to one or more areas of specialty in the Office of the Registrar. Specialized tasks may include functions related to:
 - Records, record-keeping and data retention
 - Student registration and direct student support
 - Degree audit and conferral
 - NCAA and/or Title IV compliance
 - Schedule of classes and final exams
 - Catalog and curriculum management
 - Business and systems responsibilities that support the operational functions of the Office of the Registrar

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field.
- Seven years of related experience. One year's experience must be: (1) overseeing large projects OR (2) in a supervisory capacity over a small unit.

OR

- An advanced degree in a related field

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- Five years of related experience. One year's experience must be: (1) overseeing large projects OR (2) in a supervisory capacity over a small unit.

COMPETENCIES

Knowledge of:

- Principles and practices of employee supervision
- Practices and procedures of student registration, considerable knowledge required
- Administrative organization and academic regulations
- Standard recordkeeping procedures
- Support systems for data management
- Student information systems, Microsoft Office and other related software applications

Skill in:

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving, and analysis

Ability to:

- Guide students and faculty through the registration process
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management
- Assess, develop and monitor solutions that manage and mitigate risk