

DIRECTOR, REGISTRAR

Grade 13

BASIC FUNCTION

To direct and manage student registration, academic records systems, and class scheduling.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

> Primary

- The Registrar is responsible for a service-oriented culture in a diverse and multicultural environment to support the academic programs of the university ensuring all components work together effectively.
- Plan, direct, monitor, and evaluate all of the specific functions, procedures, and technology to accomplish the timely and accurate delivery of registration services for two campuses as well as a number of off site locations and distance education programs.
- **Services include:** catalog publication, course schedule building, registration, grading, enrollment verification, VA certification, athletic certification, degree audit, transfer evaluation, graduation, transcript processing, room scheduling, electronic communications, web self service, student immigration status, and all other records management services.
- **Duties and Responsibilities:** Provide daily oversight of academic history, registration, classroom scheduling, student information systems, curriculum maintenance, and various system and policy training.
- Serve as an adviser and liaison to students, faculty, deans, and university committees regarding the operations and policies of the Office of the Registrar.
- Serve as a policy leader for the campus on issues involving registration and records.
- Ensure compliance with university policies and federal, state, and accreditation regulations.
- Oversee degree audit and transfer credit evaluation.
- Maintain the accuracy, integrity, and security of student academic records.
- Oversee project management.
- Oversee Veterans Affairs and NCAA certification rules and protocols.
- Oversee National Student Clearinghouse reporting.
- Establish positive relationships and communications with a wide range of campus constituencies to include students, faculty, academic officials, and other service personnel to plan, and coordinate activities, share information, resolve problems, and

enhance the institution's ability to provide effective customer service to all of its constituents.

- Provide direct supervision for Associate Registrar, Assistant Registrar as well as secondary supervision of 9.5 other staff positions and several student workers. Provide opportunities and support for professional growth and development.
- Develop and administer the departmental operation budget.
- Serve as the key compliance officer for student records issues related to FERPA, Right-to-Know legislation.
- Serve as liaison with accrediting officials, professional organizations, and others outside the University on matters related to student records.
- Serve as a campus leader in the area of student records technology with a working knowledge of various computer applications including Microsoft Office (Word, Access, Excel), webpage development, and SCT Banner.
- Committees, regular meetings, and professional organization work such as: NEACRAO/AACRAO; Greater Portland Alliance; ACEMVM (Veterans), Maine Transfer Association (META); and other ad hoc committee appointments as designated.

SUPERVISION EXERCISED

Administrative and functional supervision of eight employees and several student assistants.

SUPERVISION RECEIVED

Direction is received from the Dean of Enrollment Management.

QUALIFICATIONS

This Position requires a Bachelor's Degree (Masters preferred) plus a minimum of five years of experience in leading a Registrar's Office, as well as:

- Sound understanding of organizational and governance structures, and general academic policies and regulations in higher education institutions.
 - Significant technology skills (experience with SCT Banner is a plus) including web self service experience. Other technology skills related to managing complex records systems, with some computer systems development experience.
 - Directly related experience in student records and registration.
 - Excellent planning, organizational, and administrative skills; good supervisory and budget management skills.
 - Ability to deal effectively with University faculty, students, administrators, and staff, as well as various outside organizations and agencies, in enforcing key University academic policies and carrying out the varied liaison and coordinating functions of the job.
- Knowledge of document imaging system.
Demonstrated experience integrating new technology into office procedures and processes.
Experience in managing organizational change.
Excellent organizational and problem-solving skills.
Ability to adapt to changing policies, new academic directions, and student needs.
A comprehensive knowledge of trends in registration and records, particularly as it relates to the use of technology and automation of processes