

# Job Description

Position Title: Registrar Manager

Job Family: Registrar and Admissions

Job Level: Manager

FLSA Status: Exempt

Salary Grade: 07

## Position Summary:

The Manager, Registrar provides leadership in the Registrar and Enrollment Management Office by managing critical student information systems (SIS), compliance measures, policies, and supervision. Ensures compliance with Federal, State, and College policies and Higher Learning Commission

accreditation and also develops, reviews, and disseminates college policies and practices related to specific areas of responsibility. Maintains and provides expertise on technology systems related to areas of responsibility. This position also develops and engages in innovative process and systems enhancement for technical and functional projects.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Establishes departmental standards and priorities in the supervision of staff; assigns work; ensures staff training; conducts performance evaluations; and makes hiring, termination, and disciplinary recommendations.
2. Interprets, applies, and provides guidance to staff College-wide regarding Federal, State, and local laws, accreditation requirements, and College policies. Responsible for generating and submitting compliance reports on a regular basis.
3. Leads the lifecycle of student matriculation and completion processes, according to College policies, State Statutes, and HLC best practices. May include specialization in the management of admissions and residency, grading, student attendance, complex start and end of term operations, transfer articulation, and graduation.
4. Evaluates current and future organizational needs through process analysis and researches, designs and implements College-wide processes and procedures, and initiates adoption and transition strategies.
5. Maintains, troubleshoots, develops, and tests platforms and functional integration of student systems. Ensures integrity of data and accuracy of accounts by managing access protocols and overseeing and conducting continuous testing.
6. Leads and manages innovation (technical and functional) initiatives; Provides leadership in acquisition, development, installation, and implementation of student administrative systems and processes.
7. Provides functional and technical direction and directly consults with Information Technology, Enrollment Management leadership, and external vendors, for participation in the development and enhancement of the Student Module and features within the integrated data management systems.

8. Serves as project manager providing technical leadership to assigned staff during planning, coordinating, and review through all phases of the project lifecycle.
9. Assists the Director as Student Module Leader and is responsible for the requesting of upgrades, patches, enhancements, and additional software to support compliance and enhanced functionality.
10. Represents the Registrar & Enrollment Services Office, both internally and externally, by serving on and contributing to College committees, work groups, task force, and other various initiatives related to student records, compliance, and strategic initiatives.
11. Creates, edits, reviews, and implements Administrative Procedures, Standard Operating Procedures, and Board Policies.
12. Interprets and translates functional and technical aspects within the College's Standard Information System (SIS) and other third-party platforms.
13. Provides leadership and advocacy in escalated complex and sensitive student-related issues, questions or concerns.
14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

### **Knowledge, Skills, and Abilities:**

1. Knowledge of regulatory compliance principles and practices.
2. Knowledge of business management and fiscal practices.
3. Knowledge of internal and external customer service principles and practices.
4. Knowledge of managerial and supervisory skills.
5. Knowledge of principles and methods for promoting programs and services.
6. Skill in analyzing data and drawing conclusions.
7. Skill in independent decision making.
8. Skill in people leadership and supervision.
9. Skill in organization, coordination and management.
10. Skill in problem solving.
11. Skill in program development and process improvement.
12. Skill in team building.
13. Ability to operate relevant equipment required to complete assigned responsibilities for the position.

### **Supervision:**

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Institutional Leadership: Provides the opportunity to provide leadership across the institution. Leading by example and supporting team building.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Business, or a closely related field of study required.
- Master's degree in Business Administration or Management or a closely related field of study preferred.
- Three (3) to five (5) years of related experience in student services management, and leadership.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- Some evening or weekend work hours
- Pre-employment Back Check Required