

San Joaquin Valley College
Job Description

Job Title: Registrar
Department: Academic Affairs & Student Services
Reports To: Campus Director
Classification: Full-time, Exempt

Summary: Working in conjunction with the Academic Dean and Dean of Student Services, the Registrar is responsible for maintenance of student records and performs a variety of administrative activities of a responsible, difficult and confidential nature. The Registrar assists the Campus Director by analyzing and coordinating office services, such as customer service, records control and special management studies by performing the following duties.

Essential Duties and Responsibilities:

Administrative

- Studies management methods in the Academic Affairs & Student Services departments in order to improve workflow and simplify report procedures.
- Analyzes department operating practices, such as record-keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures.
- Studies methods of improving work measurements or performance standards.
- Coordinates collection and preparation of student record reports, such as attendance records, terminations, enrollments, transfers, leaves of absence, failed courses and statistical records of progress data.
- Prepares reports, including conclusions and recommendations for solution of student services problems.
- Reviews and responds to correspondence received by the Registrar's office.
- Directs services, such as student customer service and maintenance of student records.
- Reviews and addresses exceptions on edit reports.
- Identifies students needing referral to the Dean of Student Services.
- Facilitates student transfers between schools, programs or majors.
- Prepares status up dates for students who have changed status, graduated, etc.
- Prepares request for degree document.
- Serves as liaison to corporate staff to assure accurate scheduling.
- Tracks and reports statistics related to agency-sponsored students.
- Completes all related duties.
- Ensures timely response to corporate requests and directives
- Performs other duties as assigned

Academic Records

- Controls production of grade rosters and assures their timely completion.
- Maintains accurate and timely records of students with incomplete grades.
- Schedules failed courses for retake.
- Assures edits to schedules are identified and completed.
- Controls production of all computer generated progress reports.
- Prepares SJVC transcripts.
- Receives high school and college transcripts.
- Reviews courses for eligible for transfer to SJVC.

- Coordinates challenges to grades.
- Assures timely and accurate identification of students not maintaining satisfactory progress.
- Calculates GPA and SAP.
- Completes all related duties.

Attendance Records

- Controls production of attendance rosters and assures their timely completion.
- Maintains accurate and timely tracking of students on leaves of absence.
- Controls production of all computer generated reports.
- Assures timely and accurate identification of students not maintaining satisfactory progress.
- Completes all related duties.

Supervisory Responsibilities: Directly supervises 1 employee. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competency: To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flow and procedures.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time.

Technical Skills – Assesses own strengths and weaknesses; strives to continuously build knowledge and skills; shares expertise with others.

Customer Service – Manages difficult or emotional student situations; responds promptly to student needs; solicits student feedback to improve service; responds to requests for service and assistance from both students and employees.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Teamwork – Balance team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics – Treats people with respect; inspires the trust of others; work with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – A Baccalaureate Degree; or five years experience in student records; or equivalent combination of education and experience.

Language Skills – Ability to read and comprehend instructions, correspondence, and memos; ability to write correspondence and memos; ability to effectively present information in one-on-one and group situations to students, employees and the general public.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability – Ability to apply common sense understanding to carry out detailed written and oral instructions; ability to deal with problems involving concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Office; Word, Excel, Access and Outlook; and master proprietary software used in student records.

Other Qualifications: Prior experience in records management, educational records, or related experience is mandatory.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance; stoop, kneel crouch, or crawl; talk and hear. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.