**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 Receive*d

* 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*

* 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**

* 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.

**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 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
* 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