**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 Receive*d

* 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.

**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.

**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
* 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.
* Three to four years of related experience.

OR

* Associate’s degree.
* Five to six years of related experience.

OR

* Seven to eight 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
* 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