**M5: Level Standards**

**GENERAL ROLE**

This level is the first with the primary function of managing employees. Incumbents may initiate and communicate a variety of staffing actions.

Oversees the day-to-day operations of a group of employees. Responsible for training and development of subordinate staff, estimating staffing needs, assigning work, meeting completion dates, and interpreting and ensuring consistent application of organizational policies. Positions at this level do not exclusively serve as the supervisory level to only student employees.

Incumbents:

* Alter the order in which work or a procedure is performed.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure.
* Distribute work and monitor workload among staff.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.
* Seeks approvals when significant changes to process steps are considered and additional resources for task completion are required.

*🡪 Context of Decisions*

* Decisions are driven by office/departmental policy and procedures.

*🡪 Job Controls*

* Free to plan and carry out all phases of work assignments, including the oversight of staff.
* Has the latitude to make daily operational decisions.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Issues tend to be operational in nature.

*🡪 Course of Resolution*

* Identifies issues and gathers facts.

Understands the smallest details of an assigned area.

*🡪 Measure of Creativity*

* Problems can be resolved within provided guidelines.
* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

Incumbents:

* + Manage a small homogenous department.

 OR

* Manage a larger process-oriented area whose members perform like activities.
* Actions regularly affect a department or a project outcome with office/programmatic impact.
* Actions generally have a direct impact on controlling such things as staff size and nature of work and scope of services.
* Performance results tend to relate to efficiency, fiscal practices and standing, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides advanced services and manages day-to-day operations and staff in any of the Office of the Registrar’s areas of focus, such as degree audit, scheduling, compliance, records, enrollment and systems. Incumbents regularly respond to unique circumstances and situations outside of the routine delivery of services.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a supervisor or manager. Manages the day-to-day program operations and staff.

**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:*

* Interprets and explains Office of the Registrar policies and procedures, responds to inquiries for information, and makes referrals to other University offices as necessary.
* Responsible for effective staff management, including hiring, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment.
* Coordinates with all sections of the Registrar’s office to review the effectiveness and efficiency of all Registrar’s office practices, policies and procedures.
* Ensures proper daily functioning of assigned unit, with authority to make changes to unit-specific practices.
* Serves as a higher-level troubleshooter to resolve particularly impactful or complex systems or business problems.
* Develops and conducts training, programs and workshops for faculty, staff and administration covering wide range of technical applications and processes.
* Organizes and facilitates the maintenance of records in regards to all functions of registration services.
* Advises students, faculty, staff and other University officials in matters relating to academic records, registration, degree audit, and permanent records.
* Compiles student data and verifies for accuracy and completeness. Generates statistics and prepares and/or presents reports.
* Administers and oversees complex projects and the associated relationships.
* Serves as a resource to the University community regarding university-wide academic/administrative systems.
* Represents the office and the registrar function on various campus and university-wide committees, task forces, meetings and serves as an active participant in shared governance.
* Oversees and enforces compliance with University policy and by-laws, state and federal regulatory guidance and legislation and regional accreditation requirements.
* Evaluates effectiveness of existing policies and procedures and recommends changes.
* Manages the implementation of new initiatives, requiring the coordination among staff and across University offices.
* Identifies and suggests strategies to manage and mitigate risk.
* Participates in professional and technical conferences and workshops.
* Performs related work as required.
* Will be assigned to an area 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.
* Five years of related experience. One year must be serving in an advanced capacity.

OR

* Eight to nine years of profession-based experience. One year must be serving in an advanced capacity.

**COMPETENCIES**

**Knowledge of:**

* Relevant policies and procedures related to student academic records
* Federal compliance regulations for credit hours, course length, and academic calendars
* 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