

Job Description

Position Title: Manager, Records Compliance

Job Group: Registrar & Admissions

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

Position Summary:

The Manager, Record Compliance manages District-wide compliance functions, develops policies and procedures, supervises staff, and monitors quality assurance. Ensures high standards in education, research, and preservation. Manages diverse department areas requiring coordination with other District units to manage compliance and enhance services to students.

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. Manages College student services and compliance functions including grading, student attendance, credential conferral, student records, enrollment and graduate reporting, residency, and student program of study.
2. Interprets and applies federal, state, and local laws, accreditation requirements, and College policies.
3. Supervises employees, prioritizes and assigns work, and conducts performance evaluations. Ensures staff are trained and makes hiring, termination, and disciplinary decisions.
4. Provides quality assurance of compliance functions to ensure consistency in operations.
5. Develops and manages strategic plans and establishes goals, objectives, and key performance indicators.
6. Creates, edits, and reviews Board policies, administrative procedures, and standard operating procedures.
7. Manages and coordinates services between District Office units.
8. Represents the Director of Enrollment Services, Registrar, and Registrar's Office in various capacities, both internally and externally.
9. 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 and application of organizational and time management principles
3. Skill in coordinating and monitoring the work of others

4. Skill in effective communication (both written and oral)
5. Skill in independent decision making
6. Skill in people leadership and supervision
7. Skill in organization, coordination and management
8. Skill in program development and process improvement
9. Ability to apply effective and accurate data entry and typing skills
10. Ability to develop and maintain effective and positive working relationships

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 and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

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.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

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

- Bachelor's degree in Business Administration, Education, or a closely related field of study required.
- Master's degree in Business Administration, Education, or a closely related field of study preferred.
- Three (3) to five (5) years of related experience in higher education records management.

- 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 stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally 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:

- Pre-employment Background Check Required