

Job Description

Position Title: Registrar Specialist 2

Job Family: Registrar & Admissions

FLSA Status: Non-Exempt

Job Level: Support & Service - Intermediate

Salary Grade: 04

Position Summary:

The Registrar Specialist 2 serves as the subject matter expert for student records. Processes and answers questions related to residency, programs of study and degree conferrals. Supports the compliance team as a lead in resolution of residency escalated issues. Identifies compliance areas of improvement for enrollment reporting. Performs a variety of administrative tasks.

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. Ensures College, State, and Federal compliance in the evaluation of residency status and verification of lawful presence, change of academic program, catalog eligibility evaluation, and graduation and degree conferral. Reviews course applicability, data integrity, and student eligibility.
2. Researches, detects, and eliminates application issues and discrepancies.
3. Processes incoming official transcripts from other institutions. Posts to banner and indexes to student record for advisory and degree purposes.
4. Accepts and catalogs official high school and college transcripts for national and international athletes. Processes incoming athletic eligibility paperwork and sends eligibility paperwork as requested by other colleges.
5. Manages quality, accuracy, and efficiency of student records management and improved data integrity for reporting. Eliminates discrepancies regarding student enrollment status, program of study, program codes, and duration of program.
6. Answers student questions regarding college records and transcripts; streamlines processes to make registration easier for students.
7. Collaborates with internal departments to improve student services, data management, communication, and knowledge base of staff.
8. Ensures compliance with the College and other higher education policies and guidelines.
9. Compiles reports analyzing student enrollment by program of study.
10. Identifies opportunities for process improvement, innovation, and enhancement of customer service.
11. 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 of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Skill in effective communication (both written and oral)
5. Skill in organization, coordination and management
6. Skill in positive, productive and flexible customer service
7. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures, may set priorities and organize work within general guidelines established by supervisor/manager.

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.
- 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.

- High School Diploma or GED required.
- Associates degree in General Studies or a closely related field of study preferred.
- One (1) to three (3) years of related experience required.
- Three (3) to five (5) years of related experience preferred.

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 an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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
- DMV Check/Current and Valid AZ Driver's License