

Job Description

Position Title: Registrar Supervisor

Job Family: Registrar and Admissions

Job Level: Supervisor

FLSA Status: Exempt

Salary Grade: 06

Position Summary:

The Registrar Supervisor participates in and oversees day-to-day operations as a subject matter expert in policies, procedures, and best practices for the Registrar and Enrollment Management Office. The Registrar Supervisor is responsible for quality assurance of tasks performed by the Registrar Specialists and provides training and instruction to improve team performance and skills development. The Registrar Supervisor serves as the primary point of contact for questions, concerns, and inquiries from students and constituents both internally and externally. The Registrar Supervisor participates in compliance reporting, Banner testing, process-improvement initiatives, and systems management

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. Coordinates and oversees multiple departmental functions; analyzes problems and determines appropriate course of action using discretion and initiative.
2. Oversees processes and quality assurance for high volume student records functions.
3. May supervise and coordinate daily duties of staff.
4. Interprets and applies federal, state, and local laws, accreditation requirements, and College policies to facilitate compliance measures.
5. Assists in the maintenance, troubleshooting, development, and testing of platforms and functional integration of student systems. Ensures the integrity and accuracy of data, through quality assurance reviews.
6. Researches, compiles, and analyzes data. Prepares a variety of reports in written and oral format.
7. Participates in the submission of reporting in compliance with Title IV reporting requirements.
8. Provides leadership and advocacy in escalated complex and sensitive student-related issues.
9. Develops processes and communications for the implementation, evaluation and coordination of department projects and functions.
10. Develops and provides training and instruction for the College community.
11. May represent Registrar & Enrollment Management Office in various capacities both internally and externally.
12. Performs all other duties and responsibilities as assigned or directed by the Manager.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Knowledge and application of organizational and time management principles
4. Skill in coordinating and monitoring the work of others
5. Skill in effective communication (both written and oral)
6. Skill in independent decision making
7. Skill in organization, coordination and management
8. Skill in positive, productive and flexible customer service
9. Skill in problem solving
10. Skill in program development and process improvement
11. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
12. Ability to apply effective and accurate data entry and typing skills
13. 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 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