



# Office of Human Resources

## Director for Records and Registration

**DEPARTMENT:** Academic

**REPORTS TO:** Vice President for Academics/Academic Dean

**FUNCTION:** The Director for Records and Registration will establish the workflow and processes involved within the office of Registration and Student Records and oversee a broad range of student services including student records management, registration, grades, nonattendance, graduation audits, room scheduling, and ensuring that the college is in compliance with federal, state, and institutional requirements. This person is also the primary manager of the student module in the student information system and will, in conjunction with the technical support staff, work closely to ensure the implementation of appropriate functionality. This position must work collaboratively with an integrated the registration team.

### **MAJOR DUTIES/RESPONSIBILITIES:**

- Provides strategic planning, direction, and supervision for the Office of Records and Registration.
- Develops and implements strategies to improve efficiency and effectiveness of the Office of Records and Registration.
- Confers regularly with the Vice President of Enrollment Management and Vice President of Academic Services and Vice President for Student Success to plan, coordinate, and evaluate policies, systems, and activities; exchange information, interpret policies; investigate and resolve problems to continually improve the services of the Office of Records and Registration.
- Maintains website updates and responsible for communication to students and faculty related to records, calendar, grades, transcripts, and graduation.
- Provides and presents reliable information to faculty and department chairs regarding grades, incompletes, articulation, degrees and certificates, advising issues, publications, and transfer of courses.
- Serves as the college's FERPA compliance officer. Ensures the accuracy, security, maintenance, storage, and retention of student records, recommending changes or revisions to policy and procedures as needed. Monitors access to student records in compliance with federal and state law.
- Supervises the process of imaging student documents related to enrollment and student processes.

- Maintains the student module of the student information system and implements functionality within the system to meet all college business rules, including building semester rules, registration dates, grading processes, refund periods, and withdrawal dates. Finalizing the schedule of classes with Academic Services and determining the final examination schedule.
- Develops and maintains an efficient and effective system of student registration for credit and noncredit programs.
- Handles and maintains all curriculum changes to programs and courses in the student information system.
- Manages the degree audit process.



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- Assists with the preparation and implementation of the recognition and commencement ceremony for graduates.
- Manages assignments of campus facilities for classes and prepares reports on space utilization as requested.
- Leads the staff within the Student Records and Registration office by providing appropriate training, guidance, supervision, and evaluations.
- Ensures compliance related to certification of veteran's benefits.
- Develops and maintains an operations and procedures manual for the department.
- Creates, maintains department manuals.
- Performs special projects as assigned.

### **MINIMUM EDUCATION REQUIRED:**

- A master's degree from an accredited institution preferred
- A bachelor's degree from an accredited institution is required

### **MINIMUM QUALIFICATIONS/SKILLS:**

- Advanced skills in MS Office: Word, Access, Excel, PowerPoint.
- Experience with set-up and maintenance of student information systems.
- Must possess a high level of the following work skills and behaviors: teamwork/cooperation, initiative, customer service, and commitment to continuous professional growth in skills and knowledge.
- Demonstrate excellent organizational and communication skills
- Strong interpersonal skills with students
- Ability to work as a team member and supervise others
- A minimum of three-year experience in higher education