

CLASS SPECIFICATION
Associate Registrar

FLSA Status: Exempt
EEOC Job Category: Professionals
Union Representation: Unrepresented

GENERAL PURPOSE

Under direction, assists in planning, organizing, supervising and coordinating the District's student registration, admissions and records maintenance operations and functions; plans, supervises and oversees the operations and staff of the Admissions & Records department at a District campus; assists in developing and implementing policies and procedures pertaining to student enrollment, registration, records and other related functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Associate Registrar is responsible for assisting in the planning, organizing, coordinating, administering and supervising the District's student admissions, registration and student academic records operations and functions. Incumbents are responsible for assisting in the development and implementation of District-wide admission and records policies and procedures and ensuring admissions and records operations are in compliance with California Education Code and other applicable rules and regulations. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

Associate Registrar is distinguished from Registrar in that an incumbent in the latter class is responsible for overall organization, management, direction and administration of the District's student registration, admissions and records maintenance operations and functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual department budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve department and District goals, objectives and performance measures consistent with the District's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; subject to management concurrence, takes disciplinary

action, up to and including termination, to address performance deficiencies, in accordance with the District's classified human resources policies and labor contract provisions.

3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Assists in planning, organizing, coordinating and supervising District student registration, admissions and records maintenance operations and functions at a District campus; assists in developing, implementing and administering operational codes, rules, policies, and procedures mandated by federal, state, District and institutional guidelines for the processing of admission applications, registration of students, confidentiality of student records and related functions; interprets policies, codes, rules, and regulations to students, faculty, administration and staff; coordinates student admissions and records activities and programs with other District departments; consults with faculty, department chairs and other college staff on attendance, records and related matters; responds to and resolves student, faculty and staff complaints.
5. Organizes, coordinates, supervises and oversees walk-in registration processes and procedures for an assigned District campus; schedules staff and hires temporary staff to ensure adequate staffing and coverage; reserves rooms and makes arrangements for the set-up of furniture, equipment and signage; trains staff on procedures and rules for student registration; monitors and assists with registration of walk-in students; orders office supplies; resolves emergency situations as appropriate.
6. Performs the more complex and responsible admissions and records functions; processes the more complex registrations and applications; evaluates for eligibility and processes AB540's and unit overload petitions; interviews high school students to determine admittance; assesses correspondence from students with below minimum required GPA to determine eligibility; evaluates transcripts to determine use of academic work and prerequisites from other educational institutions; oversees, verifies and processes enrollment verifications for deferment of student loans, insurance, housing and childcare; determines course repeats for students; processes cross-enrollments; oversees graduation and certificate qualification processes; reviews and determines residency for tuition purposes and eligibility for attendance; oversees probationary, suspension, dismissal and readmittance processes.
7. Oversees and supervises the maintenance and confidentiality of student records; supervises and makes changes to student records entries made by registration employees; issues temporary numbers and resolves social security issues; supervises and participates in generating student transcripts; supervises and participates in verifying units and issuing of certificates for college certificate programs; oversees and assists in compiling student academic records and files as requested.
8. Oversees and participates in the collection and maintenance of rosters and grades from faculty; oversees and verifies input of grades by instructors is completed by applicable deadlines; oversees and participates in generating and distributing roll books, wait lists, permission numbers, drop reports and positive attendance and grade reports for instructors; assists faculty with and corrects permission numbers, roll books, instructor drops, grade changes, transfers, student reinstatements, late registrations, distance learning registrations and other issues.

9. Oversees and supervises the collection of a variety of student and ensures proper collection and security of funds in accordance with established procedures.

OTHER DUTIES

1. Performs routine admissions and records functions as needed, including enrolling and transferring students, adding and dropping classes, processing transcripts from other educational institutions, obtaining verifications and processing graduation and certificate applications; explains class auditing procedures.
2. Maintains and updates employee time records; monitors employee absences and maintains employee leave balances; enters employee hours into the District's PeopleSoft payroll system; confers with Payroll staff regarding payroll processing and system issues.
3. Represents the District with other educational institutions and governmental agencies; attends a variety of meetings, training sessions and conferences; serves on local, district and state committees as directed.

QUALIFICATIONS

Knowledge of:

1. Federal, state and local laws, codes, rules, regulations and court decisions applicable to admission and records functions for a community college.
2. District curricula and instructional programs.
3. Research methods and data analysis techniques.
4. Principles and practices of public administration for budgeting, purchasing and maintenance of public records.
5. Principles and practices of sound business communication.
6. Procedures and codes used to access and enter student data in the District's PeopleSoft system.
7. Standard business software, including word processing and spreadsheet programs.
8. Principles and practices of effective supervision.
9. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize and supervise the work of the admissions and records staff.
2. Establish work standards and goals and evaluate results.
3. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with District and department policies, procedures and labor contract provisions.

5. Communicate clearly and effectively, both orally and in writing.
6. Prepare clear, concise and accurate reports, correspondence and other written materials.
7. Exercise tact and diplomacy in dealing with sensitive, complex and confidential personnel issues and employee situations.
8. Operate a computer using word processing and other business software and other standard office equipment.
9. Organize and maintain specialized files.
10. Maintain confidentiality of District files and records.
11. Establish and maintain effective working relationships with District management, faculty, administrators, staff, students and others encountered in the course of work.

Education, Training and Experience:

A preferred way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public administration, education or a related field; and at least three years of progressively responsible experience managing and supervising admissions and records operations at a college or university, at least one of which was in a lead capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work

under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, faculty, administrators, staff, students and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.