CLASS SPECIFICATION
Registrar

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE
Under general direction, plans, organizes, manages, coordinates and directs the District’s student registration, admissions and records maintenance operations and functions; plans, manages and oversees the operations and staff of the Admissions & Records department; develops and implements policies and procedures pertaining to student enrollment, registration, records and other related functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
A Registrar is responsible for planning, managing, directing, coordinating, administering, and supervising the District’s student admissions, registration and student academic records operations and functions. An incumbent is responsible for developing and implementing 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. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

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, controls, manages and evaluates the work of the Admission & Records department; with subordinate supervisors and staff, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District’s classified human resources policies and procedures 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. Plans, organizes, manages, coordinates and directs the District’s student registration, admissions and records maintenance operations and functions; develops, implements and administers 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, directs and oversees regular, late and phone/web registration processes and procedures; assigns work stations and schedules for staff during registration periods and hires temporary staff to ensure adequate staffing and coverage; coordinates and develops the physical set-up of registration areas to ensure proper traffic flow and signage; modifies procedures, traffic flow and staffing as needed to expedite the registration process; designs, reviews, orders and maintains required registration forms and supplies; resolves emergency situations as appropriate.

6. Performs the most complex and responsible registration functions; builds academic semester structures, including setting dates and legal deadlines, and notifies department heads and staff; runs processes to accept online applications; processes the most complex registrations and applications; evaluates for eligibility and processes AB540’s, unit overload petitions and difficult registrations; 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 and processes challenge forms for prerequisites; oversees graduation and certificate qualification processes; reviews and determines residency for tuition purposes and eligibility for attendance; analyzes, evaluates, processes and approves or denies a variety of student petitions regarding eligibility and enrollment; oversees probationary, suspension, dismissal and readmittance processes; analyzes requests for refunds.

7. Directs the maintenance and confidentiality of student records; reviews and resolves records maintenance security issues; supervises entries and changes to student records made by registration employees; researches ad processes social security number change requests; supervises the verification of units and issuance of certificates for college certificate programs; oversees, verifies, processes and responds to requests made in conjunction with the Solomon Amendment and subpoenas and testifies in court as necessary; oversees and assists in compiling student academic records and files as requested.

8. Supervises and oversees the preparation of interim and year-end statistical and financial reports including enrollment and attendance data; prepares informational materials regarding admissions, registration, transcripts, records policies and procedures and applicable dates and deadlines for class schedules, catalogs, the District’s website and other publications.

9. Oversees 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.

10. 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, submitting transcripts from other educational institutions, ordering verifications and processing graduation and certificate applications; explains class auditing procedures.

2. Assesses staff development and training needs; plans staff developments and provides training and guidance on District admissions and records practices, policies and procedures.

3. Researches and identifies new technologies to enhance operations and student services; performs system process analyses, design and simulations; coordinates with Information Technology on requirements for data processing, data retrieval, reports and department processes and resolution of system problems.

4. 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 enterprise student records system.

7. Standard business software, including word processing and spreadsheet programs.

8. Principles and practices of effective management and supervision.

9. District classified human resources policies and procedures and labor contract provisions.
Ability to:

1. Plan, organize and direct 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 typical 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 five years of progressively responsible experience managing and supervising admissions and records operations at a college or university, at least two of which were in a supervisory or lead capacity.

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.

Revised: May 21, 2007