Job Description

Registrar

**University Mission:** Concordia University is a Christian university preparing leaders for the transformation of society.

**Unit or Department:** Registrar’s Office

**Unit/Department Mission:** The mission of the Registrar’s Office is to assist students in achieving their educational goals at CU by maintaining and providing accurate records, by providing an effective registration process, and by evaluating students’ academic progress according to established curricular requirements in compliance with academic policies.

**Position Title:** Registrar

**Mission of the Position (overall goal):** The mission of the Registrar is to oversee the mission of the office by leading staff effectively in the planning and delivery of services and programs and collaborating with administrators, deans, IT, and other staff to facilitate and improve services to students, while protecting the integrity and security of student academic data.

**Summary of the Position (how the overall goal is reached):** Oversees all operations of the Registrar’s Office as well as the hiring, training and development of Registrar’s office staff. The Registrar collaborates with other campus leaders to design quality student services and protect student records.

**Staff Relationships:**
- Reports to: Provost
- Supervises: 5-10 employees
- Hired/appointed by: Provost

**Exempt/Non-Exempt?** Exempt

**Salary Level (1, 2, 3, 4, or program director):** 4

**ESSENTIAL RESPONSIBILITIES:**
- Direct, mentor, and guide Registrar management staff; work in collaboration with the office management staff to establish direction, priorities, and goals
- Provide leadership and oversight in developing office policies and procedures to continuously improve services provided by the Registrar’s Office, including:
  - Performing incoming transcript evaluation and recording
  - Maintaining effective registration processes
  - Processing grades
  - Certifying and reporting enrollment to external agencies
• Tracking and clearing students for graduation; producing diplomas
• Helping coordinate Commencement ceremonies
• Delivering CU transcripts upon students’ request

• Act as lead Registrar for the Concordia Online Education (COEdu) consortium.
• Make data-informed proposals and decisions to contribute to the overall goals of the office, the Provost division, and the university
• Oversee the development of the annual academic calendar
• Work with college deans to develop and implement academic policy and curriculum
• Function as the primary University data custodian for student academic records with responsibility for setting and implementing appropriate planning and policy-level standards
• Serve as the University Compliance Officer for the Family Educational Rights and Privacy Act (FERPA); serve as the main resource to University departments and campus officials for institutional policies and practices relating to student academic records.

SECON DARY ACTIVITIES:
• Direct budget preparations and internal allocations for the Registrar’s Office
• Participate in professional development activities including state, regional, and national professional associations relating to college registrars
• Serve on University academic and administrative committees and serve in other capacities as needed or directed by the University

MINIMUM REQUIREMENTS/QUALIFICATIONS:
• Master's Degree required; doctoral degree in higher education administration or related discipline preferred
• Minimum five years experience in a leadership position responsible for student academic records and policy and procedures associated with those records
• Record of growth in professional responsibility that demonstrates logical analysis, problem-solving, innovation, and leadership; ability to analyze data and use statistics for inferences and actionable decisions
• Ability to move the office forward in the development of the profession including effective outreach to other University areas to promote student learning outcomes; ability to change culture; a clear understanding of trends, policies, and regulations related to the academic records environment; ability to effectively manage the department budget
• Significant experience in the adoption and use of technologies to increase productivity and accountability within the records office; advanced understanding of relational database and ERP systems, preferably Ellucian Banner, including integration of self-service, learning management, and degree audit systems in a complex university setting
• Effective communicator with interpersonal and communication skills to interact verbally and in writing with diverse constituencies, including students, faculty, and administrators; to facilitate teamwork among staff and in committees; and to foster effective working relationships externally with schools, colleges, organizations, and agencies
• Requires a high level of confidentiality

Assessment schedule: Position assessed after the initial 90 days, and then annually
Attitude and demeanor of all Concordia University employees:
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

- Publicly support the mission of Concordia University
- Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
- Work as a team member in a professional environment
- Possess a “service attitude” (willingness to be flexible to meet the needs of the department)
- Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Job description last updated 03/10/15