



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### REGISTRAR

A Classified Supervisory Position (Exempt)  
Grade 189E – Salary Schedule 35

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#### A. General Statement

The Registrar is a professional supervisory position involved in planning, developing, and implementation of a variety of student enrollment services, such as admissions, registration, processing of grades, maintenance of student and course records, verification of student enrollment, certification of graduation, and production of transcripts and diplomas. The Registrar assists management staff in planning department policies, procedures, short- and long-range service delivery methods and objectives, in addition to serving as immediate supervisor to department staff. Public contact is extensive, and includes staff, students, other educational institutions, government agencies and the general public for the purpose of exchanging information related to registration, admissions, certification, documentation, graduation and other processes. A high degree of independent judgment and creativity is required to resolve frequent minor and occasional major problems that arise. Consequences of errors in judgment can be costly in employee time and public relations. The Registrar supervises the work of clerical staff and student assistants as assigned.

#### B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with department, College and District staff regarding enrollment services and collaborates with other departments such as Counseling Services, Financial Aid, Outreach, and Articulation on a variety of academic support services
2. Assist with planning, developing, and implementing student enrollment services, such as admissions, registration, grade processing, student records, student enrollment verifications, graduation certifications, production of transcripts and diplomas, residency requirements, and student eligibility
3. Interpret and apply the laws and regulations of the California Education Code, College procedures, policies and regulations, and other state and federal laws relating to admissions, residency, veterans, and immigration laws
4. Provides input into planning, implementation, and maintenance of computer programs, screens and reports related to enrollment services and documentation, including DegreeWorks degree audit software
5. Confers with management and other staff to develop, implement and evaluate operational policies, procedures, delivery models for customer services, staffing levels, workflow and enrollment service programs and activities

6. Makes presentations to small and large groups regarding enrollment policies, procedures, timelines, electronic services, fees, and required forms
7. Directs and participates in the training of staff in new and modified enrollment services and procedures
8. Supervises and evaluates the work of staff
9. Uses available resources and researches updated information to resolve complex procedural and compliance issues
10. Composes and prepares correspondence, memoranda, informational materials, surveys, and other material
11. Uses a database to set up and maintain a variety of complex data files of student enrollment, and data related to transcripts, transfers, certification, graduation, student eligibility, support services, demographics and fees
12. Assist with monitoring the collection of data elements required by the state and federal government for various reports
13. Uses spreadsheets and a variety of computer software to research, format data for, and prepare special and regular demographic, statistical and financial reports, correspondence, forms, surveys and informational materials
14. Protects the confidentiality of student academic records by enforcing the provisions of the Family Educational Rights and Privacy Act.
15. Responsible for ensuring the timeliness of the process of posting grades, grade changes, and academic standing.
16. Drives a motor vehicle to attend meetings, workshops and other events
17. Performs other related duties as assigned.

### **C. Requirements**

1. Bachelor's degree in business administration or a closely related field
2. Successful work experience of increasing responsibility in educational enrollment services
3. Demonstrated skill in respectful and sensitive communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Skill in the use of a variety of computer software to research, compile, format, and prepare documentation, complex reports, and other written materials
5. Demonstrated skill in working effectively as part of a customer service team
6. Demonstrated skills in written and oral communication, including giving clear and concise instructions
7. Skill in supervising the work of others
8. Demonstrated skill in working effectively as part of a customer service team

OR

An equivalent combination of education and experience

### **D. Physical/Other Requirements**

This classification requires attention to detail; oral communication to small and large groups, including persuasive communication and problem resolution; adaptability; flexibility; data comparison and interpretation; attention to details; manual dexterity; reaching, pulling, pushing; good memory; multi-tasking; work under deadline pressure; tact, patience and sensitivity; in order to perform the essential functions.

### **E. Knowledge, Skills & Abilities**

1. Knowledge of student enrollment services policies, procedures and regulations applicable to community colleges
2. Knowledge of supportive resources available to students for admission, enrollment and retention
3. Skill in establishing and maintaining respectful and sensitive working relationships with people who are diverse in their cultures, language groups and abilities

4. Skill in training, supervising and evaluating the work of others
5. Skill in using a database and a variety of computer software to set up, format, modify and retrieve complex data, compose and prepare correspondence, reports, memoranda, narratives and other written materials
6. Skill in oral communication, including giving clear and concise instructions
7. Skill in written communication
8. Skill in working accurately with detailed information under deadline pressure
9. Ability to lead and promote effective and efficient customer service work teams

(3/2015)