

UNIVERSITY OF NEW HAVEN

2018 Position Description

DEPARTMENT: Enrollment Management

OFFICIAL TITLE: University Registrar

GENERAL STATEMENT OF DUTIES:

The University Registrar serves as the chief student records official for the University and provides oversight, strategic planning, supervision, leadership and management of staff and operations in the Registrar's Office. The Registrar's Office is part of the cross-functional One Stop Student Financial and Registrar Services Office which was created to offer students integrated services related to financial aid, billing and registration that provide efficient and simplified processes to improve the student experience within a culture that supports student success.

The University Registrar, in overseeing and managing the Registrar's Office, will collaborate with offices across the University to develop and implement strategies to improve operational functionality and customer care as well as the overall customer experience. In serving in this capacity, the University Registrar will possess strong relationship building skills that will be utilized across a diverse campus community where partnerships will need to be developed and maintained. The University Registrar will evaluate University policies and processes for effectiveness and efficiency as related to the customer experience and will recommend and implement improvements while delivering excellent customer service to both internal and external customers.

SUPERVISION RECEIVED: The Associate Vice President for Student Financial and Registrar Services has primary supervision over the University Registrar and the position reports up to the Vice President for Enrollment Management

SUPERVISION EXERCISED: Registrar's Office staff (currently eleven staff members)

CORE DUTIES:

- Lead staff in the planning, direction, and management of services and programs related to student records, registration, enrollment reporting, graduation, academic transcript production services for regular academic and CEA programs, and student data integrity.
- Manage the day-to-day operations of the office by directing staff that are responsible for registration services; establish work priorities/workflow and resolve management or personnel issues. Provide training, support and guidance for office staff, and evaluate job performance.
- Ensure staff members provide exemplary service to students and faculty by effectively communicating policies, procedures, and students' rights and responsibilities in a helpful, considerate and timely manner.
- Evaluate staff and staffing levels and propose restructuring and realignment as needed.
- Work to enhance and support the implementation of the new combined office structure in conjunction with University colleagues and administration.

- Collaborate with other University service offices in the development, coordination and monitoring of improving the customer experience across campus.
- Direct the implementation of efficient processes and procedures that ensure the accuracy and integrity of student data and records by working closely with deans and faculty members to ensure accuracy and integrity of student records.
- Collaborate with faculty and executive officers to update, develop and publish the academic calendar and on-line publication of the Schedule of Classes and University Catalog.
- Ensure compliance with all federal, state and institutional regulations, laws and policies regarding student data and records. Report on and analyze data.
- Provide information and data to be utilized in academic and institutional planning, trends, policies, processes, and practices in support of the academic operation.
- Responsible for the budget development and resource management for all registrar operations and activities.
- Coordinate all third party relationships within the office, review contracts, renegotiate for optimal pricing, and replace underperforming vendors as needed.
- Serve as the compliance officer for applicable legislative or federal regulations, Family Educational Rights and Privacy Act (FERPA), NCAA certifications, and enrollment reporting through the National Student Clearinghouse (NSC). Assist the University's IPEDS Compliance Officer (IR) in records related activities and other externally imposed state and federal regulations.
- Serve as a member and contributor to various University committees.
- Work with office staff as well as the Associate Vice President for Student Financial and Registrar Services to evaluate processes and practices and to develop proposals for process improvements including technology and systems upgrades. Recommend changes to office policies and procedures and standard practices and oversee the implementation and monitoring of process improvements.

SECONDARY DUTIES:

- Perform certain duties in the absence of and/or on behalf of the Associate Vice President for Student Financial and Registrar Services.
- Assume responsibilities for special projects as assigned by management.
- Perform additional duties as required.

QUALIFICATIONS, KNOWLEDGE, SKILLS, ABILITIES:

- Bachelor's degree required and seven to ten years of progressively responsible experience, preferably in higher education with a proven record of advanced service skills. Master's degree preferred.

- Experience with Banner or similar Enterprise Resource Planning (ERP) system as well as proficiency in Microsoft Word and Excel.
- The following are required: Demonstrated ability to serve as the lead communicator of policy and process with effective and timely communication to students, parents and staff; strong decision-making skills including the ability to set policy and lead process implementation; ability to lead an organization through changes including the integration of student services and continual evaluation and enhancement of business processes; strong proactive planning, assessment, analysis and organizational skills; thorough understanding of student services regulations, practices, and technology; commitment to building and maintaining a strong and resourceful Registrar service team by supporting sustained professional growth with contributions, transparency and open communication; proven ability to work independently in analyzing and resolving complex customer problems; demonstrated ability to supervise office staff and coordinate projects; excellent written and oral communication skills, with proven ability to effectively communicate with all levels of management, government and financial officials, and public constituents; strong interpersonal skills. Must be able to prepare and present detailed informational presentations to students, parents and staff.

ABOUT THE UNIVERSITY

Founded on the Yale campus in 1920, the University of New Haven is a private, coeducational university situated on the coast of southern New England. It's a diverse and vibrant community of more than 6,800 students, with campuses across the country and around the world.

The University has steadily grown to become a thriving, top-tier university. These achievements have been recognized by *U.S. News & World Report*, which lists the University of New Haven among the top comprehensive universities in the North, and *The Princeton Review*, which has ranked the University among the best colleges in the country. This recognition underscores our rapidly growing reputation as a world-class institution of higher learning.

The University of New Haven's main campus is located on 82 acres in West Haven, Connecticut, a suburban hillside community minutes from the bustling city of New Haven and miles of Connecticut shoreline and beaches. The campus is 90 minutes from New York City and 2.5 hours from Boston. Additionally, the University has satellite campuses in Orange, Connecticut; New London, Connecticut; Old Lyme, Connecticut; and Prato, Italy.

APPLICATION INFORMATION

Cover letter, resumes, and a list of three current references with their contact information can be mailed or sent electronically to Search 18-16A, University of New Haven, 300 Boston Post Road, West Haven, CT 06516 or via email to hrdept@newhaven.edu. Nominations of candidates are welcome and can be forwarded to same address.

The application review process will begin immediately and remain open until the position is filled.

COMPENSATION

Commensurate with candidate experience and the salary structure at the University of New Haven. A comprehensive benefits package is also offered.

The University of New Haven is committed to equal access to employment opportunities for all applicants regardless of race, creed, color, religion, gender, national or ethnic origin, age, disability or sexual orientation, in compliance with state and federal statutes.

Updated: September 25, 2018