

COORDINATOR OF REGISTRAR OPERATIONS

Position Details

Summary

Operating Title COORDINATOR OF REGISTRAR OPERATIONS

Long Classification Title ASSISTANT REGISTRAR

Location Plymouth State University, Plymouth, NH

Department PSU Registrar's Office [PARR0X]

Summary of Position The Registrar's Office at Plymouth State University invites applications for a Coordinator of Registrar Operations. This position oversees the daily operations and core functions of the Registrar's Office, oversees all processing for the undergraduate population and supervises four front-line Academic Student Services Assistants. The incumbent applies policies and procedures in an organized and timely manner, engages in problem solving and triage, as well as assists with information technology and systems. Requires dependability, exemplary interpersonal skills, a strong work ethic, a meticulous attention to detail and a sharp technical aptitude. This exempt position is 100% time benefited.

Additional Job Information Review of applications will begin on 11/11/18 and will continue until the position is filled or the search is otherwise closed at the University's discretion.

Posting Number/Job Order # PS1075FY19

Acceptable minimum level of education Bachelor's

Acceptable minimum years of experience 3-5 years

Other minimum qualifications

- Bachelor's degree and three years of experience or Associate's degree and five years of experience dealing with a computerized student records system in an academic environment.
- Familiarity with data processing and computer software applications for a Registrar's office.
- Effective communication and writing skills.
- Analytical, organizational and interpersonal skills.

Additional Preferred Qualifications

- Experience in a registrar's office involving progressive responsibility and duties requiring discretion and independent judgment.
- Experience with Banner and DegreeWorks systems, student records and report writing tools.

- Knowledge of curriculum and academic program structures in a university setting, and experience with all levels of higher education including adult learners.
- Willingness to take campus-sponsored work-related short courses.
- Ability to travel short-term on behalf of the University
- Exposure to education software products such as CourseLeaf and Parchment, as well as proficiency in Microsoft Office applications with an aptitude for learning new software systems.
- Supervisory experience
- Ability to establish and maintain effective working relationships with faculty, staff, students and the general public.
- Excellent time management and strong logic skills with attention to detail.
- Capable of adhering to legal requirements and regulations and maintaining confidentiality while providing exceptional service.
- Demonstrated ability to use good judgment, interpret and communicate policy, rules and procedures.
- Experience with office duties requiring discretion, prioritization, research and time-sensitivity.
- Self-motivated and committed to continuous improvement; with the ability to work independently and as part of a team in a high-volume, fast-paced environment

Salary Information

Plymouth State University provides a competitive salary, commensurate with experience, and a comprehensive benefit program.

Quicklink for Posting

<http://jobs.usnh.edu/postings/31330>

Percent Time Information (FTE)

1

Grade

18

EEO Statement

The University System of New Hampshire is an Equal Opportunity/Equal Access/Affirmative Action employer. The University System is committed to creating an environment that values and supports diversity and inclusiveness across our campus communities and encourages applications from qualified individuals who will help us achieve this mission. The University System prohibits discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, or marital status. Application by members of all underrepresented groups is encouraged. Hiring is contingent upon eligibility to work in the U.S.

Institution Information

Plymouth State University (PSU) is transforming the campus to create a first-of-its-kind university holistically organized around integrated clusters. Our goal is to provide a dynamic interdisciplinary and innovative learning environment. Students, faculty, staff, and community will connect to solve real-world challenges that will benefit people and organizations at all levels. We are a residential and comprehensive university with a warm and engaged learning community focused on teaching excellence and regional engagement. The University is located in the heart of the Lakes Region and White Mountains of New Hampshire and serves approximately 4,300 undergraduate and more than 2,000 graduate students.

Our Integrated Cluster Learning Model amplifies the educational experience and strengthens the institution's legacy of interdisciplinary study and applied experiential learning. PSU students will work in teams with faculty and partners within 7 Integrated Clusters of degree programs: Exploration and Discovery; Innovation and Entrepreneurship; Arts and Technologies; Health and Human Enrichment; Justice and Security; Education, Democracy and Social Change; and Tourism, Environment and Sustainable Development. Now is an exciting time to join Plymouth State and help shape our new kind of university and ultimately tomorrow's leaders.

Posting Details

Posting Date 11/01/2018

Open Until Filled No

Closing Date

Posting Open to Internal Candidates Only? Yes

Interested Internal Candidates Exist? No

Job Category Salaried Staff (Exempt)

Appointment Type Regular

If TERM position provide projected end date

Equipment/Instruments

DOT Safety Information None applicable

Duties / Responsibilities

Job Duties

Duty/Responsibility

- A. Oversight of daily operations and core functions
 - Provide general academic information and assistance to support the student services operation
 - Provide general technical and policy support for records and registration activities in collaboration with Registrar staff.
- B. Supervise 4 front-line (OS) Academic Student Services Assistants
 - Structures and assigns work
 - Provides direction to staff
 - Conducts performance reviews and handles disciplinary actions; contributes to salary decisions
- C. Provides functional supervision and training
 - Oversees cross-training for various records and registration processes
- D. Trouble shoot/problem solve
- E. Error check & quality control
- F. Oversight of scan/index workflow

Duty/Responsibility

- A. Oversight of the undergraduate student population processing
 - Study Abroad

- WD/LOA
- Moodle – REG003.01/TR
- Pre-Scheduling incoming students
- Orientation/Panther Days
- Summer Bridge/Ascent
- Early Spring setup, registration and reversing out of spring placeholders
- Interdisciplinary contracts
- NHCUC Registration Maintenance
- Honors Program

B. Perform a variety of duties of and relating to student record maintenance in the student information database

Duty/Responsibility

- A. DegreeWorks support
- B. Degree Audit Support
- C. Catalog/Curriculum support
- Assist Associate Registrar with Banner and DegreeWorks updates

Duty/Responsibility

- A. Serve as a backup for colleagues
- NSC reporting
- VA School Certifying Official
- Course scheduling & training
- Budget
- CIS
- Partnerships
- Registrar, course scheduling and student records email accounts

Duty/Responsibility

- A. Represents the Registrar's office on projects, task forces, and committees as assigned
- B. Assists in the implementation of new projects and initiatives.
- C. Collaborate with administrators, faculty, IT and student service colleagues to facilitate and improve services to students.
- D. Participates in testing of Registrar's Office software upgrades/implementations, generating reports and evaluating technical opportunities for improvements.
- E. May assist in researching issues regarding compliance with government and other external regulations and assist with compliance as required.
- F. During declared campus emergencies, this position may be required to perform specific job related duties at a designated off campus location or place of residence.
- G. Perform other related duties as assigned.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Describe how you think this position supports higher education students.

(Open Ended Question)

Documents Needed to Apply

Required Documents

1. Resume/Vita
2. Cover Letter

Optional Documents

1. Other 1
2. Other 2