

## **Bentley University**

### **Job Description Summary**

Under the leadership of the Provost, the University Registrar is responsible for the management of all activities of the Office of the Registrar, including administrative, operational and technical functions. He or she will also be a key player of the Bentley University academic leadership team.

The University Registrar will act as an innovative and strategic leader and will create and implement a vision for a 21st century technologically-sophisticated Registrar's Office. Responsible for enforcement of the University's academic policies, the University Registrar also ensures the oversight, integrity, accuracy, and security of all student academic and educational records and their policies and procedures. The University Registrar is also responsible for the management of an office that provides excellent customer service to students and parents, and ensures compliance with federal, state, and other agencies' regulations.

### **Essential Duties**

The University Registrar's position will require an ability to lead efforts to implement registration and student records best practices, including both broad oversight as well as a hands-on management. The position's primary responsibilities include:

- Collaborate with Provost, faculty members, deans and department heads on academic policy and requirements development and implementation. Participate as an ex-officio member on committees related to academic performance, standards and curriculum.
- Manage, maintain, and be accountable for all academic and educational records of Bentley University students. Organize and administer the records, registration and graduation functions, including course catalogue, class schedule, transcript evaluations, registration, grading, enrollment verification, and graduation processing.
- Supervise the degree audit process to ensure the integrity of the completion of the degree program as it pertains to the awarding of a Bentley degree.
- Lead the Workday Student implementation for the Registration and Student Records modules, working collaboratively with Information Technology and integration partners to ensure the success of the implementation.
- Assume responsibility for maximizing utilization of all Registrar-related activities in all relevant software programs (Banner, Workday, Degree Works, Image Now, Course Leaf, EMS, Parchment, Paradigm and other third party applications) including implementing workflow to expedite processing and enabling data analytics to provide management information data.
- Ensure the integrity of data processed and disseminated by the Registrar's Office. Provide data for predictive enrollment analytics and collaborate with Provost, Deans and other university officials to improve predictive capabilities.
- Oversee all Registration and Student Records reporting needs to ensure timeliness and accuracy. Provide ad hoc reports as needed by Provost, Deans and other university officials.
- Keep abreast of Registrar best practices and conduct business process redesign to improve processes and ensure the integration of state-of-the-art technology tools into day-to-day business processes.
- Oversee and administer University academic policies and regulations to ensure compliance with federal, state, and other regulatory agencies (NSCH, NSLDS, FERPA, and others).
- Supervise student contact staff to ensure that they provide best practice Registration and Student Records customer service to all Bentley students.

- Partner with key administrative offices (e.g., Financial Aid, Student Accounts, Admissions, graduate schools, etc.) and with the academic leadership team to support effective functioning of the University.
- Hire, supervise, mentor and evaluate the Records and Registration staff. Design and implement a professional development plan for each Registrar Office employee.
- Build a Registrar Office team that works collaboratively both in the office and with other University offices.
- Play an active role in state, regional and national Registrar and Student Records professional associations and technology user group communities. Provide opportunities for Registrar staff members to also be involved in these organizations.

### **Minimum Qualifications**

- Minimum of a Bachelor's Degree and at least seven years' experience in a Registrar Office in a college or university with a record of assuming increasing responsibility, Master's Degree is highly preferred.
- Demonstrated aptitude for managing technology in a university environment, including experience with Registration and Student Records software, reporting tools and mobile capabilities.
- Experience managing a customer service operation serving both students and their families.
- Ability to provide strategic leadership and at the same time, be a team player.
- Willingness to collaborate with University colleagues, and know when to provide strategic leadership and when to play a supporting role.
- Experience supervising a professional staff of college or university employees.
- Demonstrated commitment to diversity.
- Highly developed interpersonal, analytic and communication skills.

### **Work Environment**

- Normal office work environment with extensive sitting and computer work which may result in some eye strain
- Some travel to attend offsite meetings and conferences during and outside of standard work hours may occur
- Given the nature and high level of position, frequent periods of stress and longer work days may be experienced

Bentley University requires references checks and may conduct other pre-employment screening.

### **DIVERSITY STATEMENT**

Bentley University strives to create a campus community that welcomes the exchange of ideas, and fosters a culture that values differences and views them as a strength in our community.

Bentley University is an Equal Opportunity Employer, building strength through diversity. The University is committed to building a community of talented students, faculty and staff who reflect the diversity of global business. We strongly encourage applications from persons from underrepresented groups, individuals with disabilities, covered veterans and those with diverse

experiences and backgrounds.

Apply Here: <http://www.Click2Apply.net/cf5vjr5jvdc7jt3>

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