

Central Connecticut State University

Office of the Registrar: Registrar Services Assistant

Central Connecticut State University invites applications for a full-time Registrar Services Assistant position in the Office of the Registrar. The Registrar Services Assistant provides operational student support services to the Office of the Registrar, with a focus on quality service delivery and student support. The position responsibilities include providing the first level of assistance for calls, emails, mail, and walk-in requests received by the Office of the Registrar and resolving a wide variety of student requests. Additionally, the position assists with informing students and staff on registration and records processes, degree audit and graduation policies and general University policies and operating procedures while contributing to student success and retention. The position also assists with troubleshooting, routine error resolution, and routine maintenance of records and registration systems. Candidates are expected to be committed to multiculturalism and working with a diverse student body.

Required Qualifications:

Credentials and/or experience substantially comparable to the following:

- Bachelor's degree
- Two years (FTE) of registrar's office (preferred), or related college or university office, professional work experience.
- Demonstrated ability to handle varied and confidential information, effectively organize and perform detailed work, and multitask while demonstrating exemplary customer service skills.
- Demonstrated ability to communicate and share information effectively with a variety of people and groups.
- Demonstrated experience using student information systems (such as Banner), document imaging systems and the Microsoft Office Suite.

Preferred Qualifications:

- Experience using and administering degree audit systems (such as Degree Works) and academic scheduling systems (such as Ad Astra).
- Education or training beyond a Bachelor's degree closely related to the field of higher education, such as counseling or administration.

The University: CCSU is one of four universities in the Connecticut State Colleges & Universities system. Excellent professors and a wide array of academic programs prepare students for success in whatever field they choose.

As of fall 2018, CCSU serves approximately 11,822 students.

CCSU is richly diverse. More than 34 percent of students are of traditional minority heritage.

The Community: CCSU is located in New Britain, a city with a population of some 70,000, within a 10-minute drive to the state capital of culture-rich Hartford. CCSU is currently in a large-scale community engagement initiative, designed to more effectively embrace our communities as the “steward of central Connecticut. Pursuing a range of partnership arrangements with area businesses, schools, agencies, and more, this initiative will create significant new opportunities for student internships, faculty research, as well as an expanding array of cultural collaborations with the New Britain Symphony Orchestra, city theatres, the world-renowned New Britain Museum of American Art, and other area attractions.

Application and Appointment: For full consideration, applications must be received by **July 19, 2019**. Salary is \$45,745. **Incomplete applications will not be considered.**

Please electronically submit the following to apply@ccsu.edu

- Letter of interest addressing all the qualifications for the position
- Current resume
- Names of three current professional references with addresses, email addresses and telephone numbers.

Mailed copies will not be accepted.

Please redact any personally identifiable information (i.e., Social Security number, date of birth, marital status, country of origin) from any documents submitted.

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For more information, contact Rebecca Pickering, Assistant Registrar and Search Committee Chair at r.pickering@ccsu.edu.

Central Connecticut State University is an equal opportunity affirmative action employer.