

**ROBERTS WESLEYAN UNIVERSITY**  
**Job Description**

**Job Title**

Assistant Registrar

**Department**

Registration

**Reports To**

Registrar

**Written**

January 2025

**Status**

Exempt

**Job Objective:**

Reporting to the Registrar, the Assistant Registrar maintains the day-to-day operations of the Registration office with a focus on customer care. This position provides opportunities to manage both broad and specific tasks/groups, supervise employees, create/review/implement/refine registration/academic processes and procedures, address current and predict future customer needs, and work as a liaison with campus partners to lead, motivate, and solve problems.

**Job Responsibilities:**

1. Supervise office staff, including Registration Counselors and student workers; oversee accuracy of staff work.
2. Maintain and delegate the operational calendar process and procedures, processed by the Registration Operations and Data Specialist.
3. Oversee processing of online forms, transcript requests, and general office emails by office representatives.
4. Assume responsibility for creation/maintenance of online forms for the Registration office.
5. Assume responsibility for intra-institutional registration, serving as the liaison to campus partners.
6. Assume responsibility for dual-enrollment (high school) registration, serving as the liaison to campus partners.
7. Process grade changes as communicated by Deans/faculty members.
8. Prepare senior audits for students, providing them with necessary academic information/additional requirements for graduation.
9. Process final graduations for students.
10. Provide students and faculty throughout the year with key instruction/announcements, including website updates; assist Registrar with other correspondence as assigned.

11. Assist the NCAA Compliance Officer on campus with academic certification of Division II student-athletes on a semesterly/annual basis.
12. Assist the Academic Activity Coordinator with preparation for Commencement, including programs, graduation lists, etc.
13. Chair the Academic Guidance and Support Committee (AGSC), reviewing academic standing changes for students.
14. Serve on the cross-functional Admissions Traditional Undergraduate Student (TUG) committee, reviewing probationary/provisional students for acceptance.
15. Assist in the ongoing, office-wide effort to select/implement a new Student Information System (SIS) at the University.
16. Assist with/oversee microcredential implementation in relation to Registration office functions; serve as liaison to campus partners regarding Registration's responsibilities for microcredentials.
17. Order supplies as necessary for the Registration office.
18. Perform other duties as assigned.

**Preparation and Training**

Bachelor's degree with three years' experience in higher education required. Master's degree with one years' experience in higher education preferred.

**Consequences of Error**

High

Errors can cause damage to accuracy of students' transcripts leading to Middle States investigations. Errors can also lead to inaccurate government reporting and tracking for the Institutional Research personnel. Poor communication may lead to revenue confusion and/or poor decisions.

**Level of Supervision**

Broad direction allowing for independent decision-making.

**Directs Work of Others and/or # of Employees Supervised**

An office staff of 2 people. Additionally, responsible for student employees.

**Experience**

Prior experience in higher education, preferably Registration Office functions; including one year

coordinating the work of others; excellent computer skills, including the ability to learn multiple software programs; knowledge of FERPA guidelines; and a thorough knowledge of federal and state laws regarding student records. The successful candidate should have knowledge of student development theory; knowledge of advising practices and principles, knowledge of college curriculum requirements, skill in teaching; skill in public/interpersonal relations, and the ability to effectively communicate.

**Confidential Data**

Extremely important to keep information confidential and provide confidential information to others only as per guidelines.

**Mental/Visual Demand and Physical Effort**

Negligible physical effort. Must be accurate, meet deadlines and maintain confidentiality where appropriate.

**Environment**

Busy office environment. Multiple interruptions during the course of the day.