

Position Description - Unclassified

Purpose of the PD:

- To record the essential functions of the position
- To record special requirements
- To record required knowledge and skills to perform the duties of the position
- To record special working conditions
- To aid in recruitment and selection
- To establish Management's expectations
- To provide a base for managing performance

Position Status:

Position Title		Position Number
Associate Registrar		E99401
Appointment (9mos. / 12 mos. / Other)	Contract Period (from / to)	FLSA
12months	07/01/21 – 06/30/22	Exempt
Position Type	Regular/Short-Term	
Full-time	Regular	
Work Location	Department/Division	
Monmouth	Registrar	
Reports to	Reports to Position Number	
Registrar	E99866	
Incumbent	University ID #	
TBD		

Program Information:

<p>A. Describe the general program in which this position exists. Include program purpose, size, scope and relationship to the University's mission.</p> <p>The Associate Registrar position at Western Oregon University is a great role for someone that will thrive in a position with a variety of responsibilities for technical systems, business processes, leadership, and service. The Associate Registrar provides support, strategic direction, technical expertise, and supervision under the direction of the University Registrar. The Office of the Registrar is an office within the Academic Affairs division of the university with responsibilities that include registration, scheduling, graduation, veterans' education benefits, data integrity, operational efficiency, academic records management, systems support, systems management, and campus communication.</p>
<p>B. Describe the purpose of this position and how it functions within this program.</p> <p>The Associate Registrar is responsible for coordinating, managing, and optimizing operations in the Office of the Registrar in areas of compliance, application of technological solutions/systems, reporting, project management, and customer service. The Associate Registrar engages university stakeholders, makes decisions, marshal's office resources, and shepherds projects to completion and systemization.</p> <p>This position is responsible for systems management, term setup & maintenance, end of term grade and academic standing processing, data validation, reporting, and system/process optimization. The Associate Registrar oversees the graduation coordinator responsible for degree clearance and graduation and our compliance coordinator responsible for transfer articulation and veteran's education benefit administration. Technical acumen, understanding of business</p>

processes and workflow, communication skills, leadership skills, empathy, and astute interpersonal skills are all critical competencies for this role.

This position manages systems critical to university functions including, but not limited to, registration, graduation, and the accurate maintenance of records in the student information system. Participates in data gathering and analysis. Works closely with the Registrar in maintaining, troubleshooting, and enhancing the University’s policies, processes, data management and related systems.

The Associate Registrar will supervise employees with core functions that support compliance with federal and state laws as well as with university policy. The person in this role is responsible for ensuring staff are properly trained and for providing appropriate oversight to ensure compliance responsibilities are being met. Areas of supervision and oversight include veteran’s education benefit management, verification of university information, degree clearance activities, compliance with the Federal Educational Rights and Privacy Act (FERPA), document management, and document/information retention.

Position Information and Qualifications:

A. Description of Duties/Responsibilities – List the major duties assigned to the position. Note percentage of time each listed duty is performed to total 100%. Indicate “E” = Essential, “R” = Revised	
Percent of Time	Duties
30%	<p>Project & Systems Management</p> <ul style="list-style-type: none"> • Manage projects and systems in close consultation with the Registrar. Analyze needs, tools, processes, data, and available resources. Utilize results to make improvements, identify projects to pursue, make recommendations on prioritization of projects and where to apply resources, and develop implementation plans and timelines. • Monitor software upgrade/bug fix releases, track interdependencies and recommend what and when to implement software and updates. • Ensure that thorough testing takes place so that at the time of deployment to production environments we are confident that the software is stable and will support ongoing critical university functions that align to the mission and goals of the institution. • Coordinate with Banner Functional Core Coordinators regarding dependencies, testing, dates for deployments and/or data refreshes. Work in close collaboration with University Computing Solutions and the designated student information system programmer. • Through professional organizations, support sites, reading (community posts, release guides, etc...), and use of other resources stay abreast of issues, new functions, new tools, and software that may impact the work of the office and/or university.
30%	<p>Optimization, Data Validation and Reporting</p> <ul style="list-style-type: none"> • Be the expert PLSQL query writer for the Office of the Registrar. As requested and approved write queries for internal office use, one-time distribution to a requestor, regular distribution, or recurring use by staff in authorized processes. Provide development, tips, and troubleshooting support for PL SQL users or those with questions about the data provided in reports. • Provide SIS data validation for campus, including UCS in support of the data warehouse and Cognos. Assist campus constituents with requests for data and/or refer them to the appropriate person as needed. Be an expert on student data and student data information

20%	<p>systems at WOU in order to provide the type of support, direction, validation, and overall expertise needed to guide university staff, faculty, and administrators in the use and understanding of WOU data. Serve as the primary Office of the Registrar representative on the Data Integrity Governance committee.</p> <ul style="list-style-type: none"> Identify ways to leverage data to improve office and university operations by streamlining processes, improving accuracy, increasing efficiency, and/or providing better service to students. Work with the office management team to find avenues and resources to implement solutions as they are identified. Resolve data errors in a timely manner to support accurate federal, state, and university reporting. <p>Degree Clearance</p> <ul style="list-style-type: none"> This position manages the Degree Works (aka Degree Tracks) degree audit system. Writing university program requirements using the Degree Works language Scribe. This includes monitoring software upgrade/bug fix releases. Recommend what versions to implement and when to do so. Complete thorough testing of any updates/fixes before implementation into production environments. The person in this role is responsible for developing and maintaining a system for intake, evaluation, testing, and where appropriate implementation of coding changes to the system. Responsibility for oversight of degree clearance process and personnel rests with the Associate Registrar. The development of efficient and accurate systems is crucial to this mission critical process. Oversight and regular review of the processes and tools used for degree clearance are required. To that end it is important to maintain open lines of communication and be actively involved in the work of the degree evaluator.
10%	<p>Management and Supervision</p> <ul style="list-style-type: none"> Active participant in the management team for the Office of the Registrar to set office priorities, strategies, engage in project assessment and planning, problem solving, assessment of tools, and other management level discussions and decision making. Communicate effectively and regularly with the Registrar. Provide support to office staff in various areas, including to facilitate completion of tasks and projects as well as the launching of new tools. Work with the office management team to implement new tools, build solid business processes in support of tools, operationalization new technology, and plan or help deliver training for staff/faculty/students as appropriate. Direct supervision of staff to include supporting development, assessing opportunities to improve the work environment and outcomes of staff, assigning work, monitoring accuracy of work, ensuring appropriate levels of productivity, assessing performance, taking disciplinary action, and hiring. Direct reports have duties with significant responsibility for detailed regulatory requirements. This position must have a strong grasp of the various regulatory requirements within their purview, their interpretation, stay abreast of changes to requirements, implement/evaluate operational steps to ensure compliance, and monitor operations on an ongoing basis for continued compliance.
5%	<p>Term setup & Maintenance</p> <ul style="list-style-type: none"> Setup and maintain validation and operational forms in Banner that enable university operations. Generate, proof, and publish academic calendars. Manage term setup and maintenance in the Banner SIS system, the proper administration of which is critical to the

5%	<p>ability of the university to manage registration, tuition/fee assessment, grade collection, and graduation.</p> <ul style="list-style-type: none"> Oversee end of term processes including grade collection, review of prior term academic standing, management of courses below college level, oversight of repeat processing, GPA calculations, academic standing processing, and review academic standing results for accuracy prior to notifying students and campus constituents of the results. <p>Other duties as assigned</p> <ul style="list-style-type: none"> Support at the Annual University Commencement Ceremony Student Orientation Registration Set up and other events
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Required Qualifications

List any certificates, licenses, academic degrees, or experience required to perform the duties of this position. Indicate if a combination of education and experience is acceptable.

- Bachelor’s degree
- Two years of professional experience coordinating complex systems and processes
- Experience working with data intensive applications, large-scale information systems, and/or the Banner information system
- Report writing experience
- Experience supervising staff in a professional environment
- Demonstrated experience, comfort, and facility using, evaluating, and implementing technological solutions
- Effective communication skills
- Demonstrated commitment to serving the needs of a diverse population

Preferred Qualifications

Describe preferred education, experience, skills, licenses, certificates, and other qualifications for this position.

- Experience with Banner, particularly the Banner Student Information System (Banner SIS)
- Three to five years of professional experience leading, managing, and developing complex systems and processes
- Intermediate to advanced experience writing SQL queries (or equivalent type of query language)
- Experience in higher education, preferably in a role working in or closely with the Office of Registrar
- Experience administering a degree audit system, preferably Degree Works
- Experience managing projects and working with cross-organization constituents
- Team leadership experience

Knowledge Areas

List the major areas of knowledge that are required to perform the duties of this position.

- Analytical and critical thinking skills
- High level of comfort with technology and self-directed learning of new software
- Orientation to detail and understanding of business processes
- Excellent management, leadership, interpersonal, customer service, organizational, and verbal and written communication skills are required

Budget Authority:

Indicate the level of the position’s responsibility for the development, control, and monitoring of budget. Indicate the size of the budget. Check all that apply.		
	Develops, monitors*, and controls* <i>*Monitor means to review and approve expenses; control means to authorize budget transfer at the department level</i>	\$
	Delegated authority to monitor budget	\$
X	Limited approval authority for purchase	\$500.00
X	Purchase only with higher level approval	As authorized and as budget allows

Supervisory Authority:

If this position has the authority to act or effectively recommend action affecting employees in the following areas, check all that apply.			
X	Hire	X	Assign Work
	Transfer		Recommend salary adjustments
X	Discipline	X	Approve requests (i.e. leave)
	Dismiss	X	Respond to complaints/grievances
	Layoff		Conduct performance assessments
	Promote	X	Give Direction

Positions Supervised:

Type	# of Employees	Total FTE
Teaching faculty		
X Classified staff	3	3
Unclassified staff		
Student Employees (average per term)		
Other (specify)		

Decision Making Authority:

Describe the breadth and scope of decision-making authority and discretion the position has to formulate, implement, evaluate, approve and/or modify department and/or university policy, procedures, and/or programs. Describe the type of review and/or approval required by a higher level.
This position is entrusted with discretionary judgement regarding decision making in accordance with operational principles of the Office of the Registrar. The person in this role is tasked with the analysis and implementation of complex policies and procedures; effective decision-making skills are required. Requires skilled decision making that accounts for the unique details of complex individual situations while adhering to legal requirements, as well as principles of university integrity, quality, and equity.

Additional Information:

List any additional information that would help describe the nature of the position.
N/A

Acknowledgement:

Employee Printed Name	Employee Signature / Date
Supervisor Printed Name	Supervisor Signature / Date
Reviewer (VP / Director)	Reviewer Signature / Date
Appointing Authority	Appointing Authority Signature / Date

HR USE ONLY:

Received by		Date	
Position Class # (Ex. UF101)	Employee Class	Job Location	Appointment Percent
CUPA-HR# / Title	NOC Code	Category Code	SOC Code
Actions Taken			
	NBAPBUD / NBAPOSN		
	NBAJOBS		
	PEAFAC		
	Electronically Filed		