

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
OFFICE OF THE CHANCELLOR**

POSITION DESCRIPTION A

Employee Name:	Position Control Number: 00212260
Division: Student Life & Development	Activity:
Classification Title: Office & Admin. Specialist Sen.	Working Title: Office Manager-Registrar
Prepared By: Tania Schmidt	Appraisal Period: To

EMPLOYEE SIGNATURE/DATE

SUPERVISOR SIGNATURE/DATE

(this position description accurately reflects my current job)

(this position description reflects the employee's current job)

POSITION PURPOSE:

Provides administrative support and general operational direction on a day-to-day basis to the WSU Registrar's Office.

This position is the Office Manager and is responsible for all general student academic recordkeeping services and processing and is responsible for office purchases, reviewing budgets, and tracking encumbrances. This position is also the primary individual responsible for term registration and grade entry services. This position coordinates Registrar Office student employees and timesheets. The incumbent is responsible for supporting graduation, registration, course scheduling, commencement services, and the Warrior Hub Enrollment Services Center customer service counter.

The Registrar's Office is both a confidential and zero-defect recordkeeping unit responsible for mission critical administrative services. The ability to pay attention to detail and adhere to strict confidential requirements is essential. Each student record activity performed in the Registrar's Office requires knowing the processing and procedural parameters surrounding that specific activity. It is not enough to simply engage in data entry.

REPORTABILITY

Reports to: Warrior Hub Director and Senior Associate Registrar

Provides lead work to: three OAS employees

Supervises: Seventeen (~17) student employees

DIMENSIONS

Budget: Monitor Registrar's Office budget, track expenditures for the different areas within the Registrar's Office, and prepare all requests for expenditures. (Controls the Registrar's Office purchasing card.)

Clientele: Students, parents, deans, chairs, faculty, directors, department heads, area supervisors, staff, MNSCU personnel, external business contracts, and general public.

Principle Responsibilities and Tasks**1. Directly responsible for administration of the Registrar's Office policies, procedures, and processes.**

- a) Respond directly to inquiries from deans, directors, and other administrative staff as well as representatives from MNSCU and outside agencies regarding FERPA, WSU and MNSCU academic policy and procedure.
- b) Monitor office staff to ensure that all services provided by the front office meet established policies and deadlines.
- c) Independently maintain up-to-date knowledge of MNSCU student data system (ISRS) and initiate changes in WSU office procedures as they relate to software updates in such areas as Graduation Application Tracking, Grade Entry, registration, Transcripts, etc. Review ISRS weekly updates and determine if process or technical changes are required. Initiate planning, develop, document and revise procedures for these front office activities.
- d) Lead worker for the office classified employees; assign work as necessary to meet critical deadlines such as registration, graduation, transcript production, commencement and grade entry.
- e) Directly respond to technical and procedural questions regarding the student data system for the University community.
- f) Prepare agendas for staff meetings; discuss on a daily basis issues of concern as they relate to the smooth operation of the office.
- g) Provide administrative support to Warrior Hub Director, Associate and Assistant Registrars as requested.

Priority: A**Discretion: A****Percent of Time: 30%****2. Supervise processing of registration and record functions including course registration, student record changes, grade entry and grade changes, tuition appeals and major/minor declarations and many other procedures. Resolve or refer for resolution all matters concerning WSU and MNSCU academic policy.**

- a) Provide assistance to customers (students, parents, staff, faculty and administrators) regarding WSU academic policy and procedure.
- b) Verify that major/minor declarations and graduation applications are declared and entered in the student data system in accordance with MNSCU Program Inventory requirements.
- c) Verify and approve all Social Security number changes in student data system.
- d) Resolve issues and respond to students via written correspondence for such things as tuition appeals, registration issues, and degree audit questions.
- e) Create credit-by-exam records, ensure appropriate approvals are completed and enter individual grades.
- f) Responsible for ensuring all student and classified employees are familiar with and follow student data privacy laws (e.g., MnGDPA and FERPA) and University and MNSCU policies and procedures covering Registrar Office work areas.

Priority: A**Discretion: A****Percent of Time: 30%****3. Graduation & Commencement****A. Graduation:**

- Receive, prepare and process applications for graduations and related paperwork including ISRS Grad App Tracking processing.
- Determine and ensure student is graduating from the appropriate college with the appropriate degree.

- Process student correspondence regarding their application.
- Prepare and maintain student files and lists of graduates for each term.
- Share and distribute graduate lists to colleges, academic departments, and other areas as necessary.
- Order and distribute diplomas to eligible students each term, as well as replacement diplomas when necessary.
- Coordinate with Student Accounts regarding record holds as they apply to diplomas.
- Respond to or refer student inquiries regarding graduation.

A. Commencement:

- Coordinate planning commencement and Commencement Program.
- Serve as an ex-officio member of the WSU Commencement Committee.
- Prepare and distribute commencement information to students.
- Prepare, maintain, and post list of commencement participants.
- Prepare commencement materials such as robes, row lists and signs, name cards, and other information items.
- Order diploma covers, honor cords, spare tassels, and other materials needed for commencement.
- Respond to or refer student inquiries regarding commencement.
- Attend “Grad Finale” as Registrar’s Office representative.

Priority: A

Discretion: A

Percent of Time: 15%

4. Maintain and prepare record keeping systems such as budget and payroll paperwork; ensure timelines and accuracy of all submitted documents.

- Review Registrar’s Office budget on a monthly basis or as requested; provide status report to the Registrar. Identify and report any discrepancies. Submit annual encumbrances to the Business Office.
- Oversee all purchases and acquisitions as they pertain to the budget allocation and monitor and maintain office inventories.
- Verify and approve student employee timesheets. Monitor student employee hours and earning using spreadsheets; ensure total dollars earned are within the work study guidelines.

Priority: B

Discretion: A

Percent of Time: 10%

5. Process Academic Term Course Changes, Process registrations and paperwork for specialty registration programs, maintain Registrar’s Website Content, WSU Academic Calendar and student and WSU faculty and staff notifications.

- Assist the Senior Associate Registrar with the entry of Term Course changes each term
- Process and track arranged study, independent study and internship forms.
- Common Market: Register students for Common Market, create student account if needed. Work with other MnScu schools and Student Accounts
- Military Courses: Assist local military students from neighboring states to complete necessary tuition and registration paperwork. Work with student accounts and Department of Military Affairs. Must work within deadlines.
- Establish and update information on Registrar’s Office website as needed. Contact WSU individuals responsible for the maintenance of other applicable WSU websites to ensure they are updates when Registrar’s Office information, policies and procedures change.
- Maintain calendar of important academic dates and events for the University catalog and website.
- Design and manage distribution of posted signs announcing important dates for registration, grade entry, graduation applications, and other Registrar Office and University academic events.
- Maintain and update automated telephone voice messages as needed.

Priority: B

Discretion: A

Percent of Time: 10%

6. Interview, hire, train and supervise student employees.

- a) Train and assign tasks.
- b) Ensure student help is knowledgeable of current laws (e.g., FERPA), policies and procedures.
- c) Develop efficient student work schedule for the Registrar's Office, especially during critical deadline periods such as commencement.
- d) Evaluate job performance and provide direct intervention when needed.

Priority: B

Discretion: A

Percent of Time: 5%

POSITION DESCRIPTION C**EMPLOYEE NAME:**

NATURE AND SCOPE: (RELATIONSHIPS; KNOWLEDGE, SKILLS, AND ABILITIES; PROBLEM - SOLVING AND CREATIVITY; AND FREEDOM TO ACT)

Develop administrative procedures, respond orally and in writing to a wide range of technical and administrative questions and independently review and respond to written requests. Respond directly to general Registrar's Office and WSU academic policy and procedure questions including such areas as grading, class scheduling, graduation commencement, transcripts, etc. Address and resolve individual student, staff and faculty inquiries. Maintain Registrar's Office web page using current web editing software. Monitor Registrar's Office budget, track expenditures for the different areas, and prepare all requests for expenditures. Control the Registrar's Office purchasing card. Establish schedules and guidelines to ensure services and functions are performed within current policy, rules, and statutes within appropriate deadlines. Provide direction to other employees, student workers, and volunteers.

RELATIONSHIPS:

This position has direct and frequent contact with students, parents, staff, WSU Offices, faculty and administration, as well as MNSCU staff. The ability to communicate in writing, electronically and orally in an effective manner is essential.

KNOWLEDGES, SKILLS, AND ABILITIES:

Minimum Qualifications: **Math**-Sufficient to add, subtract, multiply and divide when working with budgets, **Typing/Keyboarding (40 WPM)**-Sufficient to draft correspondence for the Department, **Data Entry Performance**-sufficient to enter student data into the MnSCU system and Excel, **English (Speaking and/or Writing and/or Reading Orally)**-Sufficient to communicate with students and customers of the department via email and in-person, **Word Processing**-Sufficient to draft correspondence for department, Spreadsheets-sufficient to enter budget information and student data, **Customer Service Skills**-Sufficient to provide information on policies and procedures to students and parents, **Lead Work Skills**-sufficient to delegate tasks to other clerical staff, **Development of Administrative and Programmatic procedures**-Sufficient to revise and review Registrar's Office policies and streamline tasks for improved efficiency.

Preferred Qualifications:

Preparation of correspondence and fiscal and administrative reports. Understanding of policies and procedures of the Registrar's Office is necessary to establish critical deadlines. Familiarity with office practices and equipment to develop and improve procedures and forms. Knowledge of basic math, typing, data entry and other related skills. Knowledge of proper English, grammar and spelling to create and edit business correspondence. Knowledge of computer software, including system proprietary MNSCU system software, word processing, spreadsheet, database, and web editing software. Excellent managerial and human relation skills to provide and supervision to student employees.

PROBLEM SOLVING:

This position has extensive latitude to solve problems in a creative and independent manner, based on established university and departmental policies and procedures. Employee must be able to independently collect, assemble and analyze information in order to make practical, reasonable decisions to correct operational problems consistent with the duties list.

The nature and scope of this position warrants this person must work independently with administrators, deans, directors, department chairs, faculty, students, parents, system and external representatives.

FREEDOM TO ACT:

The individual in this position must be able to use his/her own discretion and have the authority to act independently. Consultation with the Registrar and Assistant Registrar will take place as necessary.