Eastern Washington University
Office of Records and Registration

Position Description: Registrar

Position Summary/Description:

Reporting to the Associate Vice President of Enrollment Management, the Registrar’s principle purpose and function is to provide overall leadership, vision and management for the Records and Registration Office. The position leads/supervises a team of thirteen and manages an annual budget of $873,251.

Key responsibilities include: strategic planning; official custodian of academic records; curriculum/course management; course enrollment; degree audit system (DARS); document imaging system (Acorde); Veteran Affairs and residency; centralized classroom scheduling (R25 and Schedule 25); work closely with Undergraduate and Graduate Studies in maintaining curriculum accuracy, review of programmatic changes and preparation of university catalog and announcement of courses; dissemination of information related to university, state, and federal policies and procedures governing the office; transcript processing; policy advisement and enforcement; monitoring and reporting of enrollments; statistical reporting; management of Course Term File Maintenance (CTF); budget development and management; commencement planning; certifies and verifies student enrollment and graduation; diploma preparation; maintenance of departmental emergency management plan; maintain and assess technological needs to implement policies and procedures, services, and systems to facilitate student enrollment, maintenance of student records, transfer of records to other institutions, and acceptance of transfer credit; student athlete eligibility; assessment and evaluation of programming, services and staff; responsible for assuring FERPA requirements are met throughout institution; staff training and development; facilitates access to class rosters, grade rosters, and grade reports; communication of priorities and needs within the EWU community; and representation of the office on various faculty, Academic and Student Affairs councils and committees.

Responsibilities

- Provide overall leadership, vision and management for Office (25%)
  - Develop and implement strategic plans
  - Develop and manages budgetary resources needed to support office
  - Direct the hiring, supervision and development of staff
  - Oversee and coordinate department-wide assessment and evaluation of programming effectiveness and outcomes, and constituent expectations
  - Interpret data and prepare reports to summarize information for various divisions, departments and university administration
  - Represent university locally, regionally and nationally through membership and participation in appropriate professional organizations
  - As the official custodian of academic records, maintain the integrity, accuracy and security of electronic and hard copy student records to include EWU and transfer credentials
  - Maintain and implement office emergency management plan

- Policy development, implementation and enforcement (25%)
  - Represent the office and division on university committees (such as Undergraduate Affairs Council and Counseling, Advising, Admissions, Registration and Placement committees) providing advice, data and expertise as needed for review of policy impacts and curricular revisions
• Direct implementation of new policies to include effective communication to impacted areas and/or constituents
• Work collaboratively with departments and administration to ensure policy enforcement
• Ensure the Office, and in particular, the student information system, adheres to the standards and codes of the American Association of Collegiate Registrars and Admission Officers (AACRAO), and complies with standards set by Northwest Association of Schools and Colleges (NASC)
• Monitor Course Scheduling process to ensure adequate sections and times are offered in accordance to university policy
• Ensure campus-wide access to all policies and procedures governing office
• Ensure compliance of and maintain curricular revisions approved by the Faculty Senate and the Higher Education Coordinating Board

• Ensure all operational functions are working in a highly effective fashion to meet the needs of students and departments across campus (50%)
  • Ensure classroom utilization is maximized and faculty needs met
  • Monitor degree audit functions to ensure maximum utilization and accuracy
  • Monitor imaging system to ensure maximum utilization and availability
  • Ensure accurate and timely distribution of annual university catalog
  • Ensure accurate and timely distribution of course announcement
  • Ensure accuracy with student athlete eligibility reporting
  • Ensure accuracy with residency coding and record keeping
  • Ensure accuracy with Veteran coding and record keeping
  • Provide required enrollment, data and operational reports as needed
  • Ensure accurate and timely registration and final exam schedules
  • Ensure accurate and timely quarterly course registration process
  • Provide leadership on the university commencement committee
  • Ensure accurate and timely response to transcript requests
  • Assess, maintain, and improve technological solutions to meet and exceed constituent needs in coordination with University IT department

QUALIFICATIONS

• Master’s degree
• Minimum five years experience managing the following: electronic registration systems, student records systems, curricular and budgetary activities
• Leadership skills demonstrated through use of theory and practices, professional organization involvement, innovation and follow-through
• In-depth knowledge of student information systems (EWU recently converted from SCT’s PLUS to SunGard’s Banner) including working knowledge of the form and table structure, data storage and retrieval
• Knowledge of personnel policies and the ability to plan and manage a budget.
• Ability to interpret complex policies and procedures
• Experience with reporting solutions such as Oracle Discoverer, SQL, MS Access, and Excel
• Record of leading and facilitating change
• Knowledge of federal student records privacy laws
• Understanding of faculty and university governance structure
• Demonstrated experience working successfully with staff, administrators, students and families
• Ability to build strong working relationships with faculty, faculty senate, deans and academic departments
• Excellent conflict resolution skills
• A record of adaptability to changing environments, policies, and student needs
• Excellent written and oral communication skills, interpersonal skills and the ability to work effectively in a team environment
• Strong organizational skills
• Demonstrated experience contributing to an inclusive campus environment
• Experience with large group presentations and public speaking for a diverse audience.
• Crisis management experience
• Demonstrated success in project management, program development, and managing multiple priorities
• Proficient in the use of technology to communicate electronically and digitally

Preferred Qualifications

• Experience as an Associate or Assistant Registrar
• Demonstrated effectiveness in designing, planning and implementing technological advancement in a complex university setting
• Experience working at an institution that services multiple sites throughout the state
• Bilingual

Organization/Location: Office of Records and Registration, Sutton Hall 200

Compensation Package: Salary TBD; compensation package includes comprehensive medical/dental benefits with a choice of plans, matching retirement program, 22 days paid vacation time per year, 12 days paid sick leave per year, 11 paid holidays (includes 1 personal holiday), and eligibility to participate in the State’s tuition waiver program for State employees

Application Process: To receive full consideration, we ask applicants to submit the following:
• Cover letter that describes how you meet the qualifications for the position
• List of three professional references who can speak to your qualifications
• Resume

Eastern Washington University

Eastern Washington University (EWU) is a vibrant regional comprehensive university that combines a tradition of teaching excellence with a strong commitment to research and community engagement. Eastern Washington University is located in Cheney, Washington sitting on the edge of the Turnbull National Wildlife refuge, beautiful rolling wheat fields and a short 20 minutes from Spokane, the state’s second largest city. EWU serves over 10,000 students at the undergraduate, graduate on applied doctorate level. EWU is committed to serving the needs of the region by offering courses directly on our main campus, in Spokane and in locations throughout the state.

EWU and the Records and Registration Office invites applications for the position of the Registrar. The office is committed to delivering high quality service to all past, present and future constituents while providing timely information in support of the teaching and learning mission of Eastern Washington University. The successful candidate will be a highly motivated, dynamic, collaborative, leader who is capable of using independent judgment and discretion in decision making and maintaining current programs while being innovative and resourceful about creating new programs and services for students and faculty at EWU. The candidate selected must have the ability to foster a cooperative, team oriented working environment and provide a key link between Student Affairs and Academic Affairs.

ES/Personnel/Registrar Job Description