

Position Description

Title:	Associate Registrar
Department:	Office of the Registrar
Reports To:	Registrar
Supervises:	Assistant Registrar, student workers
Internal Contacts:	Students, Faculty, Staff
External Contacts:	Parents, National and International Agencies
Employment Status:	Full-time; Exempt
Salary Range:	\$65,000-\$70,000

Position Summary:

The Associate Registrar supports the overall operations of the student records office, including management of student records, official and unofficial transcripts, grade petitions, graduation process, monitoring academic guidelines, degree audit reporting system, course scheduling, and related matters. The Associate Registrar ensures compliance with state and federal regulations including NYSED and FERPA, professional best practices, and internal policies, procedures, and regulations.

Domains:

Essential duties and responsibilities

- Provide excellent, courteous, and accurate customer service to the MSM student, staff, and faculty community, often in a fast-paced setting.
- Respond to student inquiries; direct and refer students to appropriate academic support areas.
- Answer the general departmental email account, consulting with senior staff when necessary.
- Perform accurate data entry, data processing, and data maintenance using Student Information System, *Jenzabar*.
- Pre-register incoming and continuing students for required courses consistent with their academic plan.
- Serve as academic advisor for students in all degree and certificate programs; periodically review degree progress.
- Assist with graduation preclearance after add/drop period ends.
- Prepare projected plans of study for students in academic difficulty and returning from leave of absence.
- Provide general reports to faculty, staff, and students from the institution's Student Information System, while adhering to FERPA regulations.
- Process requests for student transcripts, degree verifications, and student enrollment verifications through the National Student Clearinghouse (NSC).
- Oversee and delegate work to student workers.
- Create and generate enrollment verifications, conferral letters, and other academically related documents.

- Assist in planning and preparation of year-end jury examinations; record final grade in SIS and distribute comments to students via email.
- Prepare office communications to campus constituents to convey policies, procedures, schedules, and deadlines.
- Process address changes, name changes, and graduation applications.
- Organize and maintain both electronic and paper file systems; store and retrieve archival materials.
- Represent of the Office of the Registrar on committees and work groups.
- Perform other duties as assigned.

Areas of focus

- Partner with Admission, Dean of Academic Affairs, and Department Chairs to evaluate incoming transfer students' records to facilitate their transition to the School; record transfer credits in Student Information System (SIS) *Jenzabar*.
- Assist Registrar with preparing materials for the Academic Progress Committee.
- Review grades report for failing grades each semester; adjust and communicate student schedule changes.
- Manage and oversee the degree conferral process, ensuring accuracy and timeliness of degree audit, production and distribution of diplomas.
- Assist Registrar with management of degree progress auditing tool.
- Manage placement/qualifying exam process; communication to students, Academic Departments, Orto Center, and Bursar; record placement/qualifying exam results in students' records, and adjust schedules as necessary.
- Manage the registration/advising of special student populations, including inbound and outbound Study Abroad, Barnard Cross-Registration and Global Conservatoire.
- Assist Registrar with approval and processing of withdrawals, leaves of absence, independent study applications, auditing requests, and other special petitions.
- Review and approve student requests for part-time status during their last semester.

Job Requirements:

- Bachelor's degree required; Master's degree preferred.
- 4-6 years of experience working in a Registrar's office or similar office within higher education; conservatory or music school preferred.
- Experience with *Jenzabar* suite of products or other higher education SIS.
- Experience with *Softdocs* or other document management software.
- Proficiency in using software packages, including Microsoft Office Suite.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Excellent written and oral communications skills, strong attention to detail to ensure accuracy, strong analytic and problem-solving skills, ability to multitask and effectively prioritize work.
- Demonstrated ability to maintain a high level of discretion and confidentiality.
- Ability to provide excellent customer service; communicate effectively, efficiently and in a timely manner with students and faculty regarding policies, deadlines, and other matters.
- Knowledge of and ability to enforce academic policies and requirements in accordance with institutional, state, and accreditation requirements.

Contact Information:

Please send cover letter, résumé, and two references in an email with the subject line “Associate Registrar position” to:

Christy Pastore, Registrar
employmentregistrar@msmny.edu

No phone calls please.

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