Manhattan School of Music

Position Description

Title:	Assistant Registrar
Department:	Office of the Registrar
Reports To:	Registrar
Supervises:	Student Workers
Internal Contacts:	Students, Faculty, Staff
External Contacts:	Parents, National and International Agencies
Employment Status:	Full-time; Exempt
Salary Range:	$66,300 - $68,300

Position Summary:
Support 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, and related matters. Ensure 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 study plans 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).
- Create and generate enrollment verifications, conferral letters, and other academically related documents.
- Assist in planning and preparation of year-end jury examinations; record final grades 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 the Office of the Registrar on committees and work groups.
- Perform other duties as assigned.

Areas of Focus

- Maintain electronic student files using Softdocs document management software; review and purge documents in accordance with MSM's Record Retention Policy.
- Partner with IT to create and manage library of Softdocs e-trieve forms available to students and faculty.
- Triage general departmental email to mitigate and prioritize emails across all staff members.
- Assist with managing the annual jury Airtable database; update faculty and student databases; create departmental views.
- Distribute diplomas.
- Assist with the maintenance of Registrar pages of student portal and MSM website to provide timely information to students.
- Serve the administrative and business processing needs of the office; order supplies (e.g. transcript/diploma paper), submit invoices for processing and monthly credit card reconciliation.

Job Requirements:

- Bachelor's degree required.
- 2-4 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, effectively prioritize work, and adjust to changing circumstances.
- 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 "Assistant Registrar position" to:

Christy Pastore, Registrar
employmentregistrar@msmnyc.edu

No phone calls please.

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