Assistant Registrar

Department: Registrar’s Office
Salary: $42,000 - $50,000 annually
Recruitment #: S1603

This is a full-time, 12-month, annually renewable, unclassified position in Office of the Registrar at Western Oregon University in Monmouth. The Office of the Registrar is a core strategic service office that supports the whole of the university community in the functions of registration, records, degree clearance, commencement, curriculum management, course scheduling, veterans services, state/federal/international regulatory compliance, and other analysis and strategic planning in support of the university’s mission.

MINIMUM QUALIFICATIONS

- Bachelor’s degree
- Two years of full-time professional work experience that reveals a high level of responsibility and demonstrates the ability to lead, communicate, and manage systems and processes
- Experience using Banner or other large scale information system

Preferred Qualifications:

- Three or more years of experience in higher education and/or a Registrar’s Office.
- Experience using BANNER student information system.
- Report writing experience
- Supervisory experience

**A criminal background check will be required as a condition of employment**

DUTIES AND RESPONSIBILITIES

Analysis, strategic planning, and project management/implementation:

- Analyze business processes and recommend changes to improve efficiencies and experience of students, faculty, and staff.
- Participate in management team of the Office of the Registrar that identifies needs, goals, and strategies for the continued improvement of the office and further supports its mission of serving the university.
- Take a lead role in projects including analysis, research of available resources, and providing recommendations. Employs innovative critical thinking and data analysis in recommending projects to pursue, resources to use, implementation plans, and timelines.

Supervision:

- Supervise front line staff in providing timely and accurate information, as well as high quality information and support services to students, faculty, and staff.
- Work with staff to develop and maintain comprehensive office procedures to ensure consistency, accuracy, and continuity of service. Maintain effective systems and work in cooperation with the Registrar to ensure that university policies are enforced in an equitable and consistent manner.
- Support staff development to foster a competent, productive, and effective staff. Delegate responsibility as appropriate and provide regular constructive feedback to promote staff development.

Systems Management:

- Oversee term setup and maintenance in the BANNER SIS system, the proper administration of which is critical to the ability of the university to manage registration, tuition/fee assessment, grade collection, and graduation.
- Manage 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. Additionally assist students with reinstatement and petition to waive mandatory time off requests. Attend Academic Suspension Committee meetings as the Registrar’s designee when requested.

- Manage staff and processes related to course scheduling and course catalog data with emphasis on accuracy, optimizing use of BANNER SIS data and tools, optimizing flow of information, providing training, and analysis of information and processes in support of problem solving and continual improvement.
- Development, entry in the university’s database, management, and dissemination of the academic calendar; add/drop deadlines, wait-listing time frames, and priority registration. Consider patterns and impact on students, faculty, and staff and recommend adjustments in support of continuous improvement.
- Oversee data quality monitoring of Office of the Registrar.

Policy:

- Maintain expert level knowledge of university policies and provide recommendations for changes, additions, and/or clarifications to pursue.
- Maintain current knowledge of industry best practices and legislative mandates through reading professional literature, fostering relationships with colleagues, and participation in professional organizations.
- Serve on university committees at the direction of the Registrar.
- Provide quality information to students, faculty, and staff that allow people to make informed decisions regarding registration/withdrawing, records management, grading decisions, and adherence to university policy.

Business process management and continuous improvement:

- Ensure compliance with records retention policies and secure handling procedures in accordance with FERPA and Oregon Administrative Rules. Utilize professional resources to stay current with best practices and efficient records management techniques; document imaging, comprehensive file management schema, secure practices, backups, and disaster recovery.
- Manage staff and processes providing verification services to domestic and international students. Maintain strict controls over the timeliness of services, compliance with verification requirements of specialty programs, ensuring appropriate records release practices are adhered to, as well as the consistency and accuracy of information released.
- Provide support for reporting of enrollment and degree awards to the National Student Clearinghouse. Facilitate resolution of system and data discrepancies, as well as assisting students with needs such as loan deferments and data reporting.

Commencement:

- Perform duties as assigned to ensure that the university commencement ceremony is a successful, well organized event that honors the accomplishments of WOU’s students.
- Attend Commencement Committee Meetings
- Participate in analysis of the ceremony, make recommendations for improvement, and assist in implementing changes.

Other duties and responsibilities as assigned.
Demonstrated commitment to the support of and engagement with those of diverse cultures and backgrounds.

TO APPLY SUBMIT THE FOLLOWING (PDF preferred):
1) WOU Employment Application form (available at www.wou.edu/prostaffapp)
2) Letter of application
3) Resume
4) Contact information for three references
5) Unofficial copy of transcript for highest degree earned

Send to: S1603, Assistant Registrar, Human Resources, Western Oregon University, 345 N. Monmouth Avenue, Monmouth, OR 97361; OR e-mail to employment@wou.edu; OR fax to: 503-838-8144.

Western Oregon University is an AA/EO/Veteran/Disability employer committed to increasing the diversity of its workforce.