

Job Description

Job Title:	Registrar/Director, Enrollment Services
Department:	Office of the Registrar
Job Category/ FLSA Status:	Student Support/Exempt
Accountability:	Associate Vice President, Enrollment and Student Services
Authority:	Registrar's, Academic Advising and Financial Aid Staff as assigned

Position Description:

The Registrar and Director, Enrollment Services is responsible for providing servant leadership to plan, organize, implement, and administratively manage all activities related to the Office of the Registrar, academic advising, financial aid, including serving as official custodian of student records, in a manner that is consistent with the College's mission and accreditation standards. To develop and facilitate the aiding of enrollment and retention of a quality student body through the practices of Title IV and institutional scholarship and aid administration, and student accounts management consistent with the College's mission, accreditation standards and applicable regulatory guidelines.

Major/Essential Functions:

- Provides leadership, management and coordination for the daily operations of the Registrar's Office to ensure security, maintenance, and integrity of the manual and electronic student records/data; and academic and financial aid advising..
- Leads the facilitation of enrollment and retention of students consistent with the college's mission and policies and procedures.
- Directs the implementation and adjustment of strategies and plans to achieve enrollment goals and objectives.
- Develops and leads a collaborative team environment where staff are encouraged and supported in spiritual, personal and professional development.
- Develops effective collaborative partnerships with Admissions, Financial Aid, Distance Education, Academic Affairs, Faculty, Student Accounts and other services/practices as related to student services.
- Assumes leadership in the development, implementation of plans, goals and objectives to facilitate the changes in policies, procedures and processes for continual quality improvement. Develops and manages annual departmental program review including integration of units' plans and assessments with institutional planning and assessment initiatives.
- Monitors operational activities to meet goals, ethics and guidelines, and to ensure compliance with state and federal regulations, and accreditation standards.
- Ensures compliance with the Family Education Rights and Privacy Act (FERPA) as it relates to the assigned areas of responsibility and serves as the institutional FERPA compliance coordinator.

Duties/Responsibilities:

- Develops and maintains policies, procedures, processes and systems to support the assigned operational units.
- Communicates and provides leadership of the area vision and mission, and plans to ensure that all resources are in alignment with institutional vision and mission, and strategic initiatives.

- Develops appropriate recommendations for the implementation of related technology applications in support of enhanced services.
- Maintains, generates and analyze data and reports, to support assessment and development of a culture of continual quality improvement.
- Coach and train assigned staff with a performance improvement focus and perform periodic and annual performance reviews as appropriate.
- Participates in professional and staff development activities and serve on College committees that support the goals and objectives of the college.
- Represents the College at professional meetings and conferences.
- Performs related duties as required.

Registrar and Academic Advising

- Provides oversight of registration and registration reporting processes.
- Provides accountability for implementing and monitoring policies concerning student enrollment; enrollment verification; academic records; matriculation; transfer work; grade reporting and processing; academic progress; graduation; and certificate and degree certification.
- Collaborates with Admissions, Financial Aid, Student Information System, Distance Education Academic Affairs, and other institutional leadership, faculty and staff to improve services to students.
- Contributes to the academic catalog including catalog updates and revisions.
- Remains current on College policies and related state and federal regulations to ensure compliance.
- Develops, review, and approve policies, procedures and administrative processes to ensure the Office of the Registrar and academic advising are in compliance with institutional, accreditation and other regulatory standards and requirements.
- Consistently and fairly administer all student and academic policies.
- Completes and monitor degree audits and supervise the coordination, evaluation and certification of all graduation applications while overseeing the complete graduation process.
- Coordinates the review of candidates for graduation and provides documentation of completion of degree requirements to the Academic Dean and Faculty for approval of degree conferral.
- Coordinates commencement activities and programs in conjunction with the Office of the Academic Dean.
- Prepares annual and semester schedules in consultation with the Office of Academic Affairs.
- Generate reports and statistical data to assist in strategic and annual planning and decision-making. Resolves student disputes through appropriate research and analysis, and intervention.
- Facilitate student training and education regarding services provided and access to services through open houses, student orientation, financial literacy and other opportunities.
- Contributes to the coordination of the employee and staff tuition remission with Human Resources Office.

Financial Aid

- Supervises all financial aid processes for awarding student loans, grants, and scholarship packages.
- Develops student costs of attendance (individual student budgets) including tuition, books, fees and living expenses.
- Lead academic and financial aid advising staff in counseling incoming students and their parents regarding financial aid and awarding processes.
- Oversees packaging students' financial aid awards in agreement with the awarding policies approved by the Scholarship Committee of the College, requirements of the U. S. Federal Government, and other aid providing individuals or organizations.
- Interprets and applies federal and state laws and regulations relating to the delivery of student financial assistance.

- Develops and maintains institutional policies and procedures to support the administration of student aid and the management of student accounts.
- Manages the reconciliation of student receivable accounts with the Accounting Office which includes Pell grant, direct loans, scholarships and other aid as appropriate to the student's award.
- Ensures the calculation of refunds and repayments for students resulting from changes in students' enrollment status Return of Title IV is processed accurately and in a timely manner.
- Ensures that the College has exception-free Financial Aid audits and program reviews by keeping abreast of and implementing all federal and state laws and regulations that pertain to the programs administered by Student Financial Services.
- Maintains College's Financial Aid data to assure timely and accurate submission of required federal, state and local reports.
- Develops and directs financial aid strategies within the framework of federal and state regulations that are consistent with the enrollment management objectives of the College and by administering financial aid, scholarships and student employment programs that support student recruitment and retention.
- Manages the financial aid module in or integrated with the College's student information system (SIS). Ensures that the system is used effectively and that processes and product enhancements are developed which are technologically up-to-date and user/student friendly.
- Contributes to student satisfaction through delivery of quality customer service in all aspects of the administration of financial aid.
- Ensures that students are informed about their eligibility for financial aid by developing and directing a system for collecting and evaluating applications, and for the timely and effective awarding of all types of financial aid.
- Develops and monitors the operating budget including personnel needs and departmental operating expenses.
- Manages all administrative functions of Financial Aid leading and developing staff through ongoing professional development opportunities, goal setting and performance evaluations.
- Facilitate student training and education regarding services provided and access to services through open houses, student orientation, financial literacy and other opportunities.
- Contribute to the coordination of the employee and staff tuition remission with Human Resources Office.

Other

- Performs related duties as required.

Qualifications:

Required Qualifications:

- Bachelor degree from an accredited institution with three to five years' experience in college or university Registrar's Office or related experience, including student information systems experience and technical skills
- Experience in college or university student enrollment, including financial aid management or related experience.
- Be a committed Christian and in good standing with a local church
- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation

Preferred Qualifications:

- Master's degree from an accredited institution with three to five years of progressive experience in the Registrar's Office of a Christian or Bible College, including student information systems experience, financial aid, college or university student enrollment and technical skills.
- Bilingual in English and Spanish (speak, read, and write)

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Excellent relational, communications, academic and administrative skills.

- Ability to identify and communicate mission and vision and develop implementation strategy to achieve the same.
- Excellent interpersonal and organization skills and a commitment to outstanding student service.
- Ability to effectively communicate with students, administrators and external agencies.
- Ability to communicate clearly and consistently in writing, counseling, and professional relationships with colleagues.
- Ability to work with and influence others to achieve operational requirements.
- Ability to work cooperatively as a member of a team.
- Ability to manage information system solutions and expansions to support the delivery of high quality and cost efficient services and communications to students.
- Ability to manage multiple projects simultaneously while achieving goals and objectives.
- Ability to work effectively under pressure and meet deadlines.
- Ability to assess problems, identify appropriate actions and communicate solutions to management, staff and student customers.
- Ability to counsel with students and provide advice and directions as appropriate to resolve issues and complaints.
- Knowledge of registrar's office, financial aid, advising, and enrollment management best practices and accreditation requirements.
- Proficiency in use Microsoft Word and Excel, PowerPoint, Internet, and email and other data management software applications used in research and analysis.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Maintain and submit accurate and timely reports and assessments.
- Develop and submit semester and annual reports associated with the cycles of enrollment management.
- Analysis of events and activities, such as registration and enrollment, degree audits, graduation, processing of transcript request, posting of degrees, retention, etc.
- Develop and manage operation fiscal budgets within approved parameters.
- Develop measurable outcomes and produce associated results.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must sit, stand and walk.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 35 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Typical office and higher education environment
- Ability to work evening and weekends as needed in support of student enrollment activities.

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work

environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.