

Associate Registrar for Compliance

Reporting to the Registrar and working independently under limited supervision, the Associate Registrar is responsible for providing support to a range of complex functions in the Office of the Registrar involving the exercise of a high degree of judgment, accuracy, and collaboration as many of the functions performed by the Associate Registrar will execute independent judgment using college policies as a guide. Many tasks are situational so the Associate Registrar will be responsible to reach out the impacted offices seeking a solution and/or communicate the next step to the student or faculty. The incumbent's responsibilities include implementation and oversight of record management, shared responsibilities to maintain supporting technology systems, customer service relations and are expected to seek and implement solutions to achieve the Registrar's Office desired outcomes. External to the Office, the Associate Registrar will serve as the Office of the Registrar liaison to: colleges, academic departments, and all other constituents of the University.

The Associate Registrar will support the University-wide goal of maintaining the academic integrity of Norwich's academic records as well as support goals related to the overall policies and procedures of the Registrar's Office and Norwich University. This leadership position supports and implements assigned initiatives. The incumbent will be familiar with all operations performed by the Registrar's Office and have knowledge of FERPA.

Salary: \$49,000/year or higher depending on experience.

Full COVID vaccination is required for all on-campus employment.

Essential Functions:

- Ability to read, interpret and seek guidance completing mandated reporting regulations for the National Student Clearinghouse and the National Student Loan Data System
- Ability to accurately identify data integrity and potential data correction and ability to rectify corrections that may also be outside of primary reporting office
- Ability to work under several varying deadlines and independently
- Ability to deal responsibly with confidential information and a commitment to accuracy and reporting integrity
- Experience with curriculum and program length and reporting needs
- Ability to independently and collaboratively seek solutions to challenges, efficient work performance, and to better assist those we serve
- Ability to collaborate within the office and also additional student support offices
- Ability to communicate effectively internally, cross-campus and with external audit reviewers
- Ability and willingness to expand professional skills
- Review and approve eligibility rosters for athletics
- Supervise Records Specialists and train to become back-up to office processes
- Perform annual performance evaluations, coaching and counseling
- Knowledgeable in higher education regulations such as the State Authorization Reciprocity Agreement and the General Data Protection Regulation
- Serve as a liaison to the University Compliance Officer

- Become professional member to the organizations that support the role and institutional committees
- Data entry and verification of enrollment or degrees
- Ability to utilize the student information system, Banner, OnBase, Dynamic Forms, SharePoint
- Working knowledge of Excel and advanced features
- Perform other duties as assigned

Requirements:

- The successful candidate will have experience with an integrated student information system and degree audit system; Ellucian/Banner/Degree Works preferred. Knowledge of state and federal compliance issues related to the maintenance, dissemination and reporting of academic records and information is required.
- Bachelor's Degree or relevant working experience
- Three to five years of experience in a high volume, fast-paced setting providing excellent customer service within a college or university Registrar's Office or closely related higher education department is preferred.
- Strong Knowledge of software applications such as word processing, spreadsheet, and database management
- Excellent written and oral communication skills
- Knowledge, Skills and Abilities- Ability to learn new systems and technological tools
- Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions
- Ability to work collaboratively in a team environment and balance priorities is essential
- Ability to effectively handle interpersonal interactions at all levels, internal and external to the Office, and to handle sensitive interpersonal situations and confidential data

Additional Information:

Norwich University is an Equal Opportunity Employer and is committed to providing a positive education and work environment that recognizes and respects the dignity of all students, faculty and staff. Reasonable accommodations will be made for the known disability of an otherwise qualified applicant. Please contact the Office of Human Resources at nuhr@norwich.edu for assistance.

All candidates must be a US Citizen/Permanent Resident legally eligible to work in the US without sponsorship. A post offer, pre-employment background check will be required of the successful candidate.

Application Instructions:

Please provide a cover letter, resume, and Norwich application:
<https://norwich.interviewexchange.com>

