



Search Number: S21-019

Position: Assistant Registrar for Student Service

Rank: Administrator III

Pay: FY21 \$58,422-\$96,471

Southern Connecticut State University seeks an energetic professional to join our team of dedicated and talented professionals in the Registrar's Office. The Assistant Registrar will manage student service in dynamic academic environment that requires the ability to build strong relationships, along with the technical and organizational aptitude to implement systems and processes that support and enhance the student experience.

The campus is in historic New Haven, Connecticut, a city rich in art and culture. Southern Connecticut State University is a diverse and student-centered university dedicated to academic excellence, access, and service for the public good. Southern provides a supportive and welcoming environment for all members of its community through a campus wide commitment to social justice.

QUALIFICATIONS

A bachelor's degree and minimum of three years of experience in customer service is required. Demonstrated experience in higher education is preferred, along with a working knowledge of Registrar functions and related enrollment services. Candidate must possess (a) excellent communication skills to work with a diverse population; (b) demonstrated competence in handling escalated concerns with the ability to relate positively to students, parents, and university staff and faculty; (c) supervisory/leadership skills to support and train front-line staff, (d) technical experience to support form creation and process flow, experience with ERP systems (Banner) preferred. These qualifications may be waived for individuals with appropriate alternate experience.

ESSENTIAL FUNCTIONS

Supports all aspects of current and visiting student registration, with the ability to answer and troubleshoot escalated student inquiries regarding registration and record concerns as needed to provide excellent service to students, faculty, and staff.

Establishes and monitors service standards for all modes of communication in the Registrar's Office, including website, email, chat, and phones. Serves as primary email back up. Evaluates service cross-functionally and provides training within the department with a continuous improvement mindset.

Serves as liaison to other student service offices in relation to escalated registration/records issues or service standards and procedures.

Processes grade changes and changes in enrollment status due to readmission, leave of absence, and withdrawal.

Oversees staff and provides procedural guidance and training related to enrollment verification, transfer of credit, transcript services, directory information release requests, and visiting student registration.

Assists the Associate Registrar with maintenance and testing of technology related to primary responsibilities, including the student information system, self-service and workflow applications, website, catalog, and documents management.

Assists the Associate Registrar with supervision and evaluation of clerical staff, university assistants and student employees. Assist the Associate Registrar in the maintenance, retention, and security of all

academic records.

Maintains all procedures for compliance with University, state, and/or federal policy, guidelines, or deadlines.

Research best practices and remain current in areas of responsibility, with an in-depth knowledge of FERPA, to recommend and implement procedures that will enhance service, increase effectiveness, or create efficiency.

Represent the Registrar's Office through participation in committee work or other University sponsored events.

Performs other duties and responsibilities related to those enumerated above which do not alter the basic level of responsibility of the position.

APPLICATION

For priority consideration, please submit a cover letter, resume, and contact information for three professional references to Evalisa Alvarez at alvareze1@southernct.edu and include Search#: S21-019 in the subject line. Review of applications will begin on December 1, 2021, and the position will remain open until filled.

Southern Connecticut State University is an Affirmative Action/Equal Employment Opportunity Employer. The University seeks to enhance the diversity of its faculty and staff. People of color, women, veterans, and persons with disabilities are encouraged to apply.