



Search Number: S24-045

Position: Registrar Services Assistant

Rank: Administrator II Min. Salary \$55,074

Pay: FY25

Under the guidance of the Assistant or Associate Registrar, the Registrar Services Assistant provides operational student support services to the Office of the Registrar, with a focus on quality service delivery and student support.

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.

This is a full-time position at 35 hours per week. Employees may be eligible for a partial remote work schedule upon management approval, depending on department needs, and after an initial working period is complete. This position is part of the State University Organization of Administrative Faculty (SUOAF) union. Employee benefits include a tuition waiver program for the employee and qualifying dependents, 13 paid holidays and 3 personal days, with 22 vacation and 15 sick days accrued annually. In addition, the state offers excellent health insurance and retirement benefits. For more information please visit: <https://inside.southernct.edu/human-resources/employee-benefits>.

QUALIFICATIONS

Bachelor's degree and two years of registrar's office, or related college or university office, work experience. Demonstrated ability to handle varied and confidential information, effectively organize and perform detailed work, and multitask while demonstrating exemplary customer service skills. Demonstrated ability to communicate and share information effectively with a variety of people and groups. Demonstrated experience using student information systems, document imaging systems and the Microsoft Office Suite. Credentials and/or experience substantially comparable to the above may also be considered.

ESSENTIAL FUNCTIONS

- Provides the first level of assistance for calls, emails, mail, and walk-in requests received by the Office of the Registrar.
- Resolves a variety of student requests that are within the prescribed limits of authority and in compliance with university policies.
- Assists with informing students and staff on registration and records processes, degree audit and graduation policies and general University policies and operating procedures while contributing to student success and retention.
- In conjunction with University policies, works to resolve student issues, including coordinating with other university departments (Bursar, Financial Aid, IT., etc.) as needed to settle student concerns and/or appropriately refer students.
- Assists with the creation of forms, training materials, and web content to support informing the university community about the operation of the Office of the Registrar and associated systems, policies, and procedures.

- Assists with informing students and University staff on the use and operation of self-service records and registration systems. Assists with troubleshooting, routine error resolution, and routine maintenance of records and registration systems.
- May assist with routine creation and maintenance of academic course sections.
- Performs other duties and responsibilities related to those above which do not alter the basic level of responsibility of the position.

APPLICATION

For priority consideration, please submit a letter of interest, resume, and contact information for three professional references to carrolla8@southernct.edu and include Search#: S24-045 in the subject line. Review of applications will begin on February 24, 2025, 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.