

**TITLE: Registrar**

**COLLEGE/SCHOOL/DEPT:** Registrar's Office

**DATE PREPARED:** September 22, 2021

**REPORTS TO:** Provost/V.P. Academic Affairs

**FLSA:** Exempt

**POSITION SUMMARY:**

The Registrar provides vision and leadership in the management of a service-oriented administrative office supporting a quality academic program. The Registrar is responsible for the central academic records of all Heritage University students and alumni. She/he is directly responsible for the broad areas of classroom scheduling, course registration, graduation verification, degree audits, transcript evaluations, state and federal reporting on enrollments, class schedule, the academic catalog, and the collection, recording, and dissemination of grades in compliance with academic policies and FERPA regulations.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Represents Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.
2. Upholds the Heritage University Mission Statement.
3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
4. Collaborate with administrators, deans, and faculty, IT and advisors to facilitate effective services, including catalog, registrations records policy questions, and submission of data required for institutional research.
5. Serves as the Jenzabar EX registration and advising module manager.
6. Provides direction and oversight of the development, implementation, and quality assurance of key processes such as transcript evaluations, degree audit, classroom scheduling, new and continuing student registration, grade processing, progression and initiatives support and a thorough knowledge of the Jenzabar J1 Registration Module.
7. Oversees and coordinates the development and implementation of the academic catalog.
8. Problem solves the research, analysis and resolution of student disputes as they relate to records and registration.
9. Manages successful, seamless term starts with a growing student population.
10. Ensures compliance with academic, regulatory, and accreditation policies and requirements.
11. Provides leadership and supervision for all registrar staff.
12. Collaborates and provides guidance and advice regarding policies and procedures to appropriate campus committees (e.g., Enrollment for the Future) that support the goals and objectives of the university and the Registrar's office.

13. Works with faculty and administrators to align academic programs with the strategic mission of the University.
14. Supervise the coordination, evaluation, and certification of all graduation applications, while overseeing the complete graduation process to include all elements of the commencement ceremony.
15. Facilitate continuous assessment and improvement of the services of the Registrar's Office based on data.

**OTHER DUTIES AND RESPONSIBILITIES:**

Perform other related functions as necessary or as assigned by the Provost.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. 5-7 years progressively responsible experience in a Registrar's, Enrollment Management, or Student Services operation at an institution of higher education; demonstrated knowledge of FERPA and related federal/state regulations.
2. Excellent organizational communication (oral and written) skills with the ability to successfully and collaboratively work with internal and external contacts; and strong managerial/supervisory and leadership skills.
3. Proven record in working successfully with diverse populations with strong commitment to effective, efficient student services.
4. Positive attitude and ability to plan and adapt to change.
5. Ability to interact professionally and collaboratively with internal and external individuals, departments and organizations.
6. Strong technology skills, including knowledge and ability to use the Jenzabar J1 system.

**QUALIFICATIONS:**

A Bachelor's Degree and four years of relevant experience at an accredited college or university is required. At least five years of management experience in an enrollment services environment (i.e. Admissions or Registrar's Office), including at least three years of increasingly complex responsibility in a leadership position. A Master's Degree is strongly preferred.

**APPLICATION INFORMATION AND DEADLINE** Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application    LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: [Humanresources@heritage.edu](mailto:Humanresources@heritage.edu) or Heritage University  
Office of Human Resources 3240 Fort Road Toppenish, WA 98948