

Madonna University
Job Description

Job Title: Associate Registrar
Department: Enrollment Center
Reports To: Assistant Vice President of Enrollment Services and Registrar
Level: 8
Prepared Date: September 21, 2020

SUMMARY

This position serves as senior-level advisor to the Assistant Vice President and Registrar. Oversees enrollment center staff and day-to-day management of administrative software led by the Office of the Registrar (OR). Assists the AVP/Registrar with daily operations, including, but not limited to special requests and student issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manages the office and makes administrative decisions to assist, and in the absence of the AVP/Registrar, including, but not limited to front window scheduling, guest passes, consortium registrations, course overloads, and student complaints.
2. Assists with general office processing and management, such as counter coverage, answering phones, responding to student requests, processing registrations, processing incoming requests as appropriate, and all other traditional student, faculty and staff requests.
3. Works with the AVP/Registrar to request, develop, and distribute reports for internal and external office use, and in data monitoring and corrective actions and assists with providing departments with information requested.
4. Maintains the integrity of all course enrollments by keeping them up-to-date and corrects all discrepancies in enrollments.
5. Oversees the processing of all special registrations, such as consortium, prep and dual enrollments, applied music, Graduate Professional Development Program. Prepares reports of enrollment as appropriate.
6. Processes all grade-related issues and requests, tracks and maintains special grades and requests, approves student requests for special grades and resolves issues with grades and processes probation, recession, and dismissals as appropriate.
7. Maintains correspondence with the Office of Retention and Student Financial Services in order to flag students not attending, not registered but attending or changes to status.
8. Participates in, and occasionally organizes consortium meetings, with the AVP/Registrar.
9. Trains Enrollment Center staff on office operations. Trains additional employees in enrollment services areas on office operations as appropriate or requested.
10. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring and training; planning, assigning and directing work of employees and student workers; addressing complaints and resolving problems.

**MADONNA UNIVERSITY RESERVES THE RIGHT TO ASSIGN OR REASSIGN DUTIES AND
RESPONSIBILITIES TO THIS JOB AT ANY TIME**

QUALIFICATIONS

The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Bachelor's degree from a four-year college or university; and two to three years related experience and/or training or equivalent combination of education and experience. Working knowledge of Microsoft Office.

MANAGERIAL SKILLS

Essential managerial skills include directing (organizing, energizing, and supervising), negotiating, planning and problem solving, facilitating the work of others, clarifying goals and objectives, obtaining and giving feedback, delegating, team building, effectively communicating, evaluating, and initiating change. Ability to define problems, collect data, establish facts, and draw valid conclusions in an extensive variety of situations.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, customers, and the general-public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, use whole numbers, fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.


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.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Supervisor Approval dad Date 9/23/2020 HR Approval  Date 09/21/2020
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