



**Amherst College
Office of Human Resources**

JOB DESCRIPTION

Title: Associate Registrar

Department: Office of the Registrar Reports to title: Registrar

Full Time: X Part Time: _____ Date Prepared: 4/16/19

Job Group & Level: PT-3 Regular Daily Work Schedule: _____ to _____

Pay Type: Weekly _____ Monthly X Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Associate Registrar oversees daily operations within the Office of the Registrar, leading the office in continuous process and procedure improvements, and implementing best practices. In addition, the Associate Registrar provides leadership, direction and guidance to office staff; and serves as a leader in the overall success of the commencement ceremony, changes in technology, and efforts to provide seamless service and support to all College constituents.

The Associate Registrar also models a demonstrated commitment to and takes appropriate actions to support a diverse workforce and learning community, and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

50% Registrar Operations

- Develops and maintains documentation for all processes
- Evaluates services, recommends new procedures and policies, and implements best practices
- Researches, recommends and leads the implementation of new technologies and processes to improve systems efficiency and effectiveness including but not limited to a standardized classroom schedule and paperless processes
- Collaborates with the Registrar in strategic planning
- Acts as a proxy for the Registrar as needed

25% College Records

- Interprets and clarifies College policies regarding graduation requirements
- Manages verification of degree requirements
- Oversees the production of diplomas and commencement programs
- Serves as a FERPA expert and provides training for the College community
- Produces and interprets reports

20% Staff Leadership

- Develops and trains staff ensuring consistent communication on academic policy and procedures
- Contributes to the support, development and mentorship of staff
- Assists with the management of staff including providing day to day direction

5% Contributes to the overall success of the Office of the Registrar by performing other duties and responsibilities as assigned

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

The Associate Registrar establishes and maintains effective working relationships with a diverse community of staff, faculty and students. Frequent internal and external communication and interaction with students, faculty, administrators, alumni, external researchers or employers, and other institutions of higher education for the purpose of exchanging information, advising and responding to inquiries.

4. Education: (include certifications and licenses)

Required: Bachelor's degree

Preferred: Master's degree

5. Experience:

Required:

- Five or more years of related registrar office experience
- Demonstrated project management skills
- Proficiency in Microsoft Office applications, and experience using Google Suite
- Demonstrated experience learning and utilizing new software programs
- Excellent attention to detail, time management, and analytical skills
- Strong written and verbal communication, interpersonal, and customer service skills
- Experience engaging and supporting a diverse learning community

Preferred:

- Experience with Workday Student, Colleague, Perceptive Content, or Drupal
- Two or more years of staff supervision

6. Environmental and Physical Demands: (Please describe the work environment and unusual

physical demands, i.e. lifting requirements.)

Visual – normal concentration. Repetitive motions including fingers, wrists and hands. Lift, carry, push and pull 15 pounds (mailing materials, office supplies, etc.)

7. Decision Making:

Interprets and enforces College and federal regulations and procedures. Processes and interprets complex issues, identifies problems and possible solutions. Uses critical thinking and analysis in bringing resolution to high impact problems.

Understands the application of technology in delivering services and information efficiently and securely, makes decisions to ensure and maintain confidentiality of sensitive information (e.g., FERPA).

8. Supervision Exercised/Received:

Works independently with minimal supervision from the Registrar while collaborating in a team environment. Provides functional supervision to office staff.

Supervisory Responsibility: Yes _____ No X _____

Number of Employees Supervised: 0

