



## Concordia University Job Description

### ASSISTANT REGISTRAR, CONCORDIA ONLINE

**University Mission:** Concordia is a Christian university preparing leaders for the transformation of society.

**Unit or Department:** Registrar's Office

**Unit/Department Mission:** To assist students in achieving their educational goals at CU by maintaining and providing accurate records, by providing an effective registration process, and by evaluating students' academic progress according to established curricular requirements and compliance with academic policies.

**Position title:** Assistant Registrar, Concordia Online

**Mission of the position (overall goal):** To help the department achieve its mission by performing timely and accurate analysis of incoming transcripts, and tracking student progress toward graduation.

**Summary of the position (how the overall goal is reached):** This position provides timely and thorough transcript analysis for students transferring to Concordia and works closely with online partners to track academic progress of all online students. The Assistant Registrar for Online Students will develop a thorough theoretical, as well as practical, understanding of the university curriculum, the academic policies adopted by the faculty, and the practices of the Registrar's office.

**Staff relationships:**

Reports to: Registrar

Supervises: None

Hired/appointed by: Registrar

**Exempt/non-exempt?** Exempt

**Salary Level (1, 2, 3, 4, or program director):** Full-time Level 3

**ESSENTIAL RESPONSIBILITIES:**

1. Provide timely and thorough transcript analysis for online students transferring to Concordia
2. Develop a database of transfer courses that meet CU general education and Homeland Security major requirements.
3. Track academic progress of all online students in graduate and undergraduate programs; send out probation and dismissal letters; liaison with Hotchalk student services personnel to work with students who are out of compliance academically.
4. Provide top level customer service to students, families, and other members of the campus community.
5. Clear degrees for graduating students in all online programs.
6. Assist with Banner administrative processing including: scheduling course sections, course catalog maintenance, address changes, grade changes, VA certification, and other data maintenance functions pertaining to online programs

7. Respond to student questions and requests for help received through phone calls, e-mails, or other correspondence.
8. Serve as a resource and reference to academic advisors and admission counselors for answering questions and providing information to current and prospective online students.
9. Assist in coordinating commencement ceremonies and attend commencement ceremonies.
10. Attend weekend or evening recruitment and information events, make presentations as necessary and answer questions in individual or group sessions.
11. Understand and continually implement privacy regulations consistent with university policies, including, but not limited to, FERPA and other legal provisions requiring confidentiality.

**MINIMUM REQUIREMENTS/QUALIFICATIONS:**

1. Aptitude to effectively utilize computerized administrative information and data processing system.
2. Ability for critical and logical thinking, good judgment, and problem solving.
3. 2-3 years successful experience in student records office at an educational institution that accepts transfer credits.
4. Experience with transcript analysis preferred.
5. Experience working with online students or programs preferred.
6. Demonstrated concern for delivering quality service to students, families, and other members of the campus community.
7. Bachelor's degree required.
8. Requires a high level of confidentiality.

**Critical skills for this position:**

<input checked="" type="checkbox"/>	Excel	<input type="checkbox"/>	MS Access Database
<input type="checkbox"/>	Powerpoint	<input checked="" type="checkbox"/>	Administrative software (Banner)
<input checked="" type="checkbox"/>	Word	<input type="checkbox"/>	Web Design
<input checked="" type="checkbox"/>	Microsoft Outlook	<input type="checkbox"/>	Desktop Publishing
<input type="checkbox"/>	Graphic Design (Photoshop, Fireworks, PaintShop)		
<input type="checkbox"/>	Remote Network Access (H: drive access off campus, VPN)		
<input type="checkbox"/>	Web Mail	<input type="checkbox"/>	WebCT
<input checked="" type="checkbox"/>	Network Drives		

**Physical demands of the position:**

<input checked="" type="checkbox"/>	Repetitive motions sitting at keyboard
<input checked="" type="checkbox"/>	Rising and sitting repeatedly
<input type="checkbox"/>	Climbing stairs
<input type="checkbox"/>	Walking indoors or outdoors
<input checked="" type="checkbox"/>	Ability to lift <u>25</u> pounds
<input checked="" type="checkbox"/>	Ability to lift, pull, grasp, stoop and reach within an office environment
<input checked="" type="checkbox"/>	Ability to sit for extended periods of time
<input checked="" type="checkbox"/>	Ability to speak and hear

**Assessment schedule:** Position assessed after the initial 90 days, and then annually

**Attitude and demeanor of all Concordia University employees:**

As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

1. Publicly support the mission of Concordia University
2. Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel and program associates
3. Work as a team member in a professional environment
4. Possess a “ service attitude “ (willingness to be flexible to meet the needs of the department)
5. Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Job description last updated by Jim Cullen/Glenn Smith on 01/04/2012.

**Position will be filled pending Board Approval**