**REGISTRAR**

**(FULL TIME)**

**MULTIPLE CAMPUS LOCATIONS**

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in a related field \*and\* Three (3) years of experience in student affairs.

**PREFERRED QUALIFICATIONS:**

Master’s degree in a related field \*and\* three (3) years related experience.

**RESPONSIBILITIES of A REGISTRAR (or REGISTRAR SUPPORT STAFF)**:

• Academic Record Management: Maintain the accuracy and security of student academic records.

* Establishes procedures in accordance with the Family Educational Rights and Privacy Act of 1974 and all other federal regulations regarding student records.
* Maintains student records and monitors access for compliance with federal and state laws

• Graduation Support: Process graduation applications, manage related ceremonies, and verify degree requirements.

* Verifies completion of graduation requirements of diploma and certificate programs
* Plans and implements graduation exercises
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• Enrollment & Registration: Assist with the registration process and provide enrollment verification services.

* Compiles enrollment reports annually, by semester
* Monitors the enrollment and degree reports for National Student Clearinghouse
* Work with Academic Affairs to manage course registration processes, including schedule setup and grade collection
* Collects and processes class grades from part-time instructional staff

• Transfer Credit: Evaluate transfer credits from other colleges and universities.

* Counsels students regarding transfers of credit and advanced standing at accredited colleges and institutions.

• Transcript Requests: Process requests for official student transcripts.

* Manage Transcripts processes, services and contracts (like Parchment)
* Oversees the HOPE scholarship evaluation of transcripts

• Customer Service: (Front Office/Back Office Model)

* Provide high-quality customer service across multiple channels (in-person, phone, email, text)
* Resolve student inquiries related to registration, records, graduation, and transcripts
* Foster a student-centered culture of empathy, responsiveness, and accessibility

• Data Management: Perform data entry and document processing.

* Serves as MIS Data Contact for the technical college.

• Administrative:

* Provides leadership for activities of the Registrar’s Office.
* Evaluates employees at scheduled intervals upon reviewing of all relevant information.
* Manages and oversees financial/budget operation of the department.
* Maintains up-to-date policies, procedures, and state or federal laws that may impact department initiatives.
* Monitors the activities of personnel to ensure compliance with TCSG policy manual and department procedures.
* Assists with the design and execution of special events, projects and activities as requested.
* Ensures applications for graduation/completion, drop/add forms, change of grade forms, grade mailers and transcripts (automate services) are updated.
* Supervises processing of forms.
* Provides training to college personnel.
* Other duties as assigned.

**COMPETENCIES**:

* Knowledge of the mission of postsecondary technical education.
* Knowledge of student information system operations.
* Knowledge of relevant college, state and federal policies.
* Skill in the operation of computers and job-related software programs.
* Proficient in Banner and Banner Catalog.
* Oral and written communication skills.
* Skill in interpersonal relations and in dealing with the public.
* Ability to make decision, problem-solving, and multi-task.

**SALARY:**

Salary commensurate with education and work experience. Benefits include paid state holidays, paid annual and sick leave, and the State of Georgia Flexible Benefits Program.

**SPECIAL NOTES:**

It shall be a condition of employment to submit to a background investigation.  Offers of employment shall be conditional pending the result of the background investigation.

Federal Law requires ID and eligibility verification prior to employment.

All male U.S. citizens, and male aliens living in the U.S., who are ages 18 through 25, are required to register for the military draft and must present proof of Selective Service Registration upon employment.

Applicants who need special assistance may request assistance by phoning (770) 229-3454.

Only those applicants who are interviewed will be notified of the status of the position. Candidates must successfully complete a criminal background investigation, pre-employment drug screening, and a motor vehicle screening.

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, programs financed by the federal government including any Workforce Innovation and Opportunity Act (WIOA) Title I financed programs, educational programs and activities, including admissions, scholarships and loans, student life, and athletics. It also encompasses the recruitment and employment of personnel and contracting for goods and services.