

This is a full-time, managerial position, and days of work and hours are Monday through Friday, 8:30 a.m. to 4:30 pm. Note: This position is in the “NL” category of employment (non-fixed work week) and individuals in this role have no claim or entitlement to time off or cash compensation for hours worked beyond their normal schedule. Occasional evening and weekend work may be required as job duties demand. It is the policy of the College to grant hour for hour compensatory time off, with advance approval, only when employees are required to work on a regularly scheduled day off, Saturday, Sunday or a holiday. Time earned must be used within one fiscal year from the time it is earned.

Director 2, D30 - Salary \$125,000-\$135,000

### **RAMAPO COLLEGE OF NEW JERSEY:**

**Mission:** Ramapo College of New Jersey is New Jersey’s Public Liberal Arts College, dedicated to providing students a strong foundation for a lifetime of achievement. The College is committed to academic excellence through interdisciplinary and experiential learning, and international and intercultural understanding. Ramapo College emphasizes teaching and individual attention to all students. We promote diversity, inclusiveness, sustainability, student engagement, and community involvement.

Established in 1969, Ramapo College offers bachelor’s degrees in the arts, business, humanities, social sciences and the sciences, as well as in professional studies, which include business, elementary education, nursing and social work. The College also offers articulated programs, including dental, optometry, chiropractic and health professions, as well as visual arts therapy and law, with colleges and institutions in New Jersey and New York.

Undergraduate students may choose to concentrate their studies in one of five schools with more than 539 course offerings and more than 36 academic programs. Ramapo College boasts an average student/faculty ratio of 18:1 and an average class size of 23; affording students the opportunity to develop close ties to the College’s exceptional faculty.

The College offers part-time graduate programs leading to degrees in Accounting, Business Administration, Educational Technology, Educational Leadership, Nursing, Social Work and Special Education.

### **EEO Statement:**

Ramapo College is an Affirmative Action/Equal Employment Opportunity Employer. Ramapo has a long history of advocating, advising, and supporting diversity, equity, and inclusiveness. Examples can be found in its mission statement, values, strategic plan, degree and course offerings, community outreach programs, and numerous diversity-focused conferences, trainings, and programs. Ramapo’s commitment to diversity and inclusion is infused across all facets of the College? where the environment is welcoming, dedicated to social justice, respectful of freedom of expression, focused on educating and having an ongoing conversation regarding cultural competence and the benefits and importance of diversity.

## **JOB SUMMARY**

As a member of the Teaching & Learning Core team and reporting to the Provost/Vice President for Teaching, Learning & Growth, the Registrar is responsible for developing a student-centered approach to student records with an emphasis on providing exemplary service to all constituents. The Registrar serves student enrollment needs through overseeing the timely scheduling of classes, collection and posting of grades, and confirmation of the completion of graduation requirements; interprets academic policies; and provides guidance and oversight to maintain the professional integrity of the office. In accordance with the Academic Deans, the Registrar plans and implements all registration and academic records management processes including certification for graduation. The Registrar, using judgment and consistent with academic policies, is responsible for managing the College Catalog and disseminating information contained therein across the College. The Registrar is also the official who is responsible for FERPA compliance at the institution, maintains all registration information on the web, and ensures the accuracy and security of all student and course files. As Buckley Administrator, the Registrar provides campus stakeholders with advice on specific matters, updates information as changed by legislative action, and supervises clerical and professional staff in the Office of the Registrar.

## **DUTIES:**

(Performed in accordance with the AACRAO Code of Ethics)

- Develops, articulates, and presents a vision for the Office of the Registrar and translates this vision into strategic goals by developing a Unit-specific assessment plan in relation to the College's mission and Strategic Plan goals and objectives.
- Works collegially with the Office of the Registrar staff, as well as other stakeholders, to ensure the successful implementation of the Office of the Registrar's mission/vision.
- Develops and fosters a culture that embraces and supports diversity, equity, and inclusion amongst Office of the Registrar staff and office visitors.
- Coordinates and oversees the maintenance of the Student Information System (SIS) with respect to student demographics, enrollment, and academic data; supervises the timely verification of this information; is responsible for the student records component of the SIS (e.g., Banner).
- Works closely with the Academic Review Committee (ARC) to ensure the integrity of the curriculum approval process; ensures College academic policies are expressed in the SIS and that the system is optimally and efficiently utilized to its maximum potential.
- Manages and processes course inventory with respect to program, title, credit, and other significant changes, as approved by the ARC and the Provost; maintains archives of curricular approvals.
- Performs updates in the degree audit system(s) (e.g., U.Achieve, CAPP) to reflect approved curricular changes.
- In coordination with the Academic Deans and program Conveners, publishes the College Catalog as per deadlines established by the Provost.

- Plans and directs all registration and add/drop processes in coordination with related Units at the College (e.g., Center for Student Success, International Education, Bursar, ITS) and Unit Professionals.
- Maintains the accuracy, integrity, and security of the academic records of all current and former undergraduate and graduate students in accordance with professional standards and adopted technologies/platforms and related policies.
- In consultation with Directors of graduate programs and Academic Deans, maintains course files for these programs; enters necessary registration and advises Program Directors and staff on technical and recordkeeping matters.
- Is the certifying official for all official transcripts and a variety of enrollment verifications for federal and state agencies, banks, consulates, NCAA, employers, etc.
- Participates in and delivers FERPA training including workshops for new faculty, as necessary; retrains staff as responsibilities change.
- Assumes responsibility for all fiscal matters at the unit level. Plans for, request, and disburse operational and other funds legally, responsibly, and fairly within given budget limitations; develops annual budget for the Office of the Registrar and projects and plans the fiscal needs based on spending trend data, anticipated growth/decline, and technological directions pursued by the College.
- Develops appropriate and judicious staffing plans to maximize services; supports Office of the Registrar staff in professional development and facilitates ongoing technological training of office staff.
- Supervises the activities and responsibilities of professional and clerical staff members and conducts required personnel reviews in a timely manner.
- Serves on a variety of all-college committees; participates in college-wide and Core strategic planning activities; consults with the administration to develop policies related to the functions of the Office of the Registrar.
- Provides students and staff, as well as parents when appropriate, with a sensitive and confidential environment as circumstances dictate to discuss individual academic situations; provides appropriate counseling or referral, as needed.
- Processes and/or coordinates approved course waivers/substitutions/equivalencies on a case-by-case basis in the degree audit system(s) (e.g., U.Achieve, CAPP).
- Regularly meets with the Provost to discuss initiatives, opportunities, and concerns related to the Office of the Registrar; brings issues to the Provost's attention when necessary.
- Works with the Associate Registrar to supervise the front office and Graduation Office staff in order to ensure adequate telephone, email, and office coverage; monitors activity and responses to ensure a student-centered and customer service-focused delivery of services; takes appropriate action to maintain a high quality of customer service and efficiency in the Office of the Registrar.
- Works with faculty to collect and process "No Shows;" confirms accuracy of No Show reporting with students and processes those, as needed and as per procedure.
- Works with the Student Services Committee to review appeals for post-deadline refunds.
- Reviews requests for in-state tuition rate; determines eligibility and processes approved requests for in-state tuition rate as aligned with College policy.
- Works with the Office of the Provost staff and Academic Deans to provide accurate data and reports of students' academic standing at the end of each semester/term as per

College policies; develops and implements a procedure for the review and updating of student academic standing statuses to reflect appeals that were approved by the Academic Deans.

- Advises and counsels students, parents, faculty, and staff regarding course offerings and registration.
- Participates in first-year and transfer student orientation programs to represent the Office of the Registrar.
- Provides coverage for various Commencement-related events.

## **REQUIREMENTS:**

### **EDUCATION:**

Graduation with a Bachelor's degree from an accredited college or university is required. A Master's degree is preferred

### **EXPERIENCE:**

At least 4 years of experience in a Registrar's Office or a very closely related field is required. (5 or more years of experience is preferred.) At least 4 years of progressive supervisory experience is required.

### **ADDITIONAL KNOWLEDGE / SKILLS / ABILITIES:**

- Ability to sensitively address personal and confidential situations in accordance with College policy.
- Ability to establish positive and collaborative working relationships with campus constituents including, but not limited to, students, faculty, staff, administration, and external visitors to campus.
- A broad knowledge of the College's curriculum and policies and a commitment to curricular quality.
- In-depth knowledge of FERPA.
- Demonstrated technical and analytical skills; ability and willingness to learn new technologies, as they are adopted at the College.
- Demonstrated data-informed decision making that is underpinned by a strong ethical foundation.
- Excellent interpersonal, oral and written communication, and organizational skills; demonstrated attention to detail.
- Managerial experience with demonstrated success in articulating a vision for an office and its staff.
- Demonstrated competence in using student information systems (preferably Banner), room optimization software, degree audit software (preferable U.Achieve), and catalog management software.

- Ability and willingness to be a change agent via an understanding of strategic enrollment management and how the Office of the Registrar can optimally integrate with recruitment, retention, and graduation initiatives.
- Demonstrated ability to work in a multicultural environment.

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