

Southwestern College

Assistant Registrar

JOB DESCRIPTION

REPORTS TO: Registrar

DEFINITION: Assistant Registrar serves SWC college by assisting the Registrar and providing the Student Services team with administrative support. This position also assists with maintaining the academic records of all students and supports registration and graduation processes at Southwestern College under the direction of the Registrar. In addition, this position supports the Student Services team with student communication and outreach, and other administrative items. This position builds and maintains collaborative and effective working relationships with students, administration, and faculty to support academic programming.

RESPONSIBILITIES:

1. Under the supervision of the Registrar, oversee the registrar functions for the New Earth Institute (NEI) including:
 - a. Register all incoming NEI students from RegFox into Populi
 - b. Manage and update Populi as needed regarding course changes and cancelations.
 - c. Communicate with students and faculty regarding continuing education certificates (CEUs) procedures and distribute CEUs for qualifying students of NEI courses.
 - d. Maintain systems and tracking of NEI student pursuing a certificate and track completion of NEI Certificate Program dates. Post completion date to Populi.
 - e. Oversee the registration, tracking, CEUs, communication regarding the NEI Community Education for Personal Growth and Transformation and Community Lectures.
2. Assist the Registrar with quarterly student registration including:
 - a. Proof the data entry of the course information entered in Populi (instructor, dates/times, location & sections) for upcoming registration.
 - b. Assigning students registration times.
 - c. Preparing the student registration tracking sheet in Microsoft Teams.
 - d. Assisting students with registration process, waitlisting, schedule changes and early registration.
3. Assist with Graduation and Commencement ceremony including:
 - a. Serve on the Graduation Committee and assist where needed.
 - b. Prepare the student graduation tracking spreadsheet in Microsoft Teams.
 - c. Ensure all diplomas have correct name, degree, concentration, and cover.
4. 'Tag' student records in Populi for special groups as needed and generate reports based on Tagged files.
5. File/scan all administrative/academic paperwork in students' academic record.
6. Assisting with updating office policy, procedures and process documentation including manuals, catalog, handbook, and web site.
7. Create, update, and maintain student communications and forms using Populi, Foxit,

- Adobe Forms, and other electronic communication applications.
8. Answer calls, return all voicemail messages and assist with voice mail messages of the Registrar. Provide basic information regarding, registration/course enrollment and student related academic policies.
 9. Organize and oversee the archiving of graduate academic paper-based files by college Graduate Assistants (GA).
 10. Assist the Dean of Student Affairs with various administrative tasks including:
 - a. Coordinating special events and activities.
 - b. Creating reports.
 - c. Creating communications and information materials for students, faculty, and staff.
 - d. Take accurate minutes of student services team meetings and provide follow-up communication/material.
 - e. Monitoring the student affairs budget, including submitting invoices, reimbursements, and check requests, and reconciling basic expense reports.
 11. Collaborate with Student Services departments to create FAQs, welcome and “how-to” videos, and policy & procedures manuals, and/or the creation of other documents and systems to better support student access to resources and supports.
 12. Other duties as assigned.

QUALIFICATIONS:

Required:

- Associate degree or one year of experience with customer services in an office setting.
- Embraces SWC’s Mission of Transforming Consciousness Through Education and Values: Partnership, Empowerment, Mindfulness, Service, and Love.
- Demonstrates an exceptional commitment to diversity, equity, inclusion, and culturally responsive student services programs and processes.
- Intermediate knowledge of Microsoft Excel or any other data management system.
- Excellent verbal and written communication skills.
- Ability to work both independently and collaboratively in a team environment.
- Ability to manage multiple projects and tasks with attention to detail and meet deadlines.

Preferred:

- Bachelor’s degree or two years of experience working within a student-centered higher education office setting.
- Proficiency Adobe Acrobat, and other document/form applications such as Foxit or Wufoo.
- Proficiency with learning management/student information systems and Microsoft Office Suite including Word and Excel.
- Capacity for innovation to continually improve system and processes.