Human Resources seeks candidates for the University Registrar position. The employee reports to the Executive Director of Enrollment Management (Executive Director). It is imperative that the incumbent handle all student data and information in keeping with the Family Educational Rights and Privacy Act (FERPA).

**Responsibilities**

**Policy and Procedure Development**
Develop and implement Registrar’s Office policies and procedures for collecting, evaluating, maintaining and reporting data for student records that include but are not limited to grades, transcripts, athletic eligibility and graduation.

Establish processes for class registration; record assessment and management for mid-term grade verification; compiling, recording and verifying grades; conducting degree audits; issuing diplomas and transcripts and other procedures in the Registrar’s Office to ensure timely completion of each process, compliance with University, state and federal requirements and provide optimal service to students.

Review and analyze office policies, procedures and processes on an on-going basis, working with stakeholders and other administrators at the University and making adjustments to ensure continued compliance with legal standards, to accommodate needs of other offices/departments and the University and improve efficiencies in the Registrar’s Office. Recommend changes to University policies that affect other departments and offices.

**Problem Resolution**
Research and analyze individual student records in response to and to resolve individual student disputes and faculty concerns. Implement corrections and/or changes as warranted and appropriate to modify records. Work with students via email, telephone or in person to explain processes and the outcome of completed research.

**Staff Management**
Interview, select, train and direct the work of staff assigned to the Registrar’s office. Monitor work performance and provide timely feedback to encourage improved performance and work habits, conducting formal performance reviews annually. Hold regular, timely staff meetings to keep employees apprised of changes, developments and concerns that affect their work and work environment. Plan and provide training events and encourage staff to participate in other training opportunities that arise to facilitate on-going professional development.

**Reporting and Correspondence**
Compile and analyze data and produce reports to and for the Executive Director of Enrollment Management and for use in evaluating office efficiencies.
Collaborate with other administrators, deans, faculty, IT, admissions counselors, academic advisors and others to develop, implement and facilitate services to students and ensure that their questions are addressed appropriately. Review and modify enrollment instructions for each term to serve as a guideline to students enrolling in University classes.

Compose letters, memos and other correspondence to initiate and pursue communication with office stakeholders.

University Involvement
Attend meetings, serve on committees to participate in University-wide and Enrollment Management area planning and strategizing. Work cooperatively with other University staff to build and nurture working relationships.

Budget Management
Compile and project cost information as it relates to future activities in the Registrar’s Office. Develop and submit budget requests to the Executive Director for consideration and possible inclusion in the Enrollment Management area’s annual budget request. Approve and monitor expenditures from the current budget to ensure funding is spent appropriately and within budgeted amounts. Work with the Executive Director to address any budgetary issues or concerns as they arise during the fiscal year.

Perform other duties as assigned and necessary in support of University, Enrollment Management and Registrar’s Office interests.

Required Qualifications: Master’s degree and administrative work experience involving student records in a college or university. Ability to communicate effectively both verbally and in writing; to supervise staff; analyze situations and resolve problems or affect improvements. Demonstrated use of knowledge relative to federal and state regulations that pertain to student records and student record management.

Preferred Qualifications: PhD or EdD. 5 years of administrative experience working with college or university student records. Experience using student information computer systems.

Application Procedures
Submit a letter of interest, resume, Resume Supplement for Administrative Positions (available at www.washburn.edu/hr-forms), copy of unofficial transcript(s) for highest level of post-secondary education (official transcript for all levels of post-secondary education may be requested upon hire), and names and phone numbers of three professional references to getajob@washburn.edu or to Washburn University Human Resources, 118 Morgan Hall, 1700 SW College, Topeka, Kansas 66621. Review of applications has been extended to September 1, 2016, and will continue until interviews are scheduled. Salary will be a competitive rate of pay commensurate with qualifications. Excellent fringe benefits package. Employment at Washburn University will be conditioned upon satisfactory completion of a background check.

To enrich education through diversity, Washburn University is an equal opportunity employer. Candidates from under-represented groups are encouraged to apply.