

# Job Description

Position Title: Manager, Academic Records

Job Group: Registrar & Admissions

Job Level Group: Manager/Supervisor/Lead

FLSA Status: Exempt

## Position Summary:

The Manager, Academic Records maintains and oversees record retention. Serves as subject matter expert on Federal, State, and College polices and Higher Learning Commission. Develops, reviews, and disseminates college polices and practices applying to specific areas of responsibility.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Manages College student academic record compliance. Oversees functions involving quality improvement, including grades, enrollment, duplicate records, and transcripts. Scans and indexes various student use forms.
2. Oversees multiple term grading windows. Provides problem solving and quality assurance to identify gaps in service and compliance. Develops and implements processes and procedures to resolve inequities.
3. Interprets and applies Federal, State and local laws, accreditation requirements, and College policies. Provides guidance and direction regarding registrar policies and procedures to Administrators and Deans.
4. Prioritizes work duties and supervises employees. Completes performance evaluations, training, and scheduling. Makes hiring decisions, performs performance appraisals, and decides discipline and termination.
5. Manages, coordinates, advises, analyzes, and adjusts critical services between District Office and other College units and departments.
6. Performs quality assurance of compliance functions related to ensure consistency of student academic records.
7. Creates, edits, and reviews administrative procedures, standard operating procedures, and Board policies.
8. Represents the Director of Enrollment Services, Registrar & Admissions, and the Registrar's office in various capacities internally. Develops and manages strategic plans and establishes goals, objectives, and key performance indicators.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge and application of organizational and time management principles
3. Skill in coordinating and monitoring the work of others
4. Skill in effective communication (both written and oral)
5. Skill in independent decision making
6. Skill in people leadership and supervision
7. Skill in organization, coordination and management
8. Skill in program development and process improvement
9. Ability to apply effective and accurate data entry and typing skills
10. Ability to develop and maintain effective and positive working relationships

## Supervision:

- Supervises work of others, including planning, assigning and scheduling work, reviewing work and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

## Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- **Governance, Institutional Policy, and Legislation:** Allows impact on the guidelines that determine how the College operates.
- **Student Success:** Allows the opportunity to support student success as well as improve access and retention.

## Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Business Administration, Education, or a closely related field of study required.
- Master's degree in Business Administration, Education, or a closely related field of study preferred.
- Three (3) to five (5) years of related experience in higher education records management.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Pre-employment Background Check Required