

**FLORIDA STATE COLLEGE AT JACKSONVILLE  
JOB DESCRIPTION, 2024**

**REGISTRAR & DIRECTOR OF STUDENT RECORDS**

**FLSA STATUS: EXEMPT    PAY GRADE: - 24-A**

**JOB FAMILY: STUDENT SERVICES      JOB FUNCTION: STUDENT SERVICES**

**GENERAL STATEMENT OF JOB**

The Registrar & Director of Student Records position is an essential role for institutional accreditation, responsible for upholding degree integrity and overseeing the entire lifecycle of student records, from admission through graduation. This position manages a department that maintains rigorous control over student information systems (SIS), with a strong focus on data governance and accuracy.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**

Supervises records management and operations staff to include prioritizing and assigning work; approves leave requests and timesheets; conducts performance evaluations; ensures staff are trained; ensures that employees follow policies and procedures; maintains a healthy and safe working environment; and makes hiring, termination, and disciplinary recommendations.

Reviews and processes audit queries and ensures academic record integrity and provides necessary updates.

Handles JIRA tickets and processes requests in alignment with college policies and/or dates as outlined in the academic catalog and calendar.

Ensures adherence to, and clear communication of, college academic and administrative policies that impact students and courses. Provides guidance and responds to constituent inquiries to ensure policies are well-understood and readily accessible for reference and review.

Reviews financial, academic, and general student appeals to determine necessary student record change actions.

Oversees and manages end-of-term batch processing, including tasks such as grade posting, academic standing assessment, academic honors and awards recognition, grade lapse monitoring, repeat course verification, President's and Dean's List eligibility, graduation processing, and student discontinuation. Ensures these processes are accurately managed to maintain academic integrity and student record accuracy.

Coordinates and runs term registration setup by reviewing and preparing processes for term/session configurations, expected graduations, pending discontinuations, term activations, and enrollment appointments.

Prepares, extracts, and submits enrollment data to the National Student Clearinghouse. Determines Transmission Dates to coincide with 30-day regulatory submission requirement.

Creates a student-centric culture on campus/center that is positive and supportive.

Performs other related duties, as required.

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### **SUPERVISION RECEIVED**

Supervision is received from the appropriate supervising administrator.

### **SUPERVISION EXERCISED**

Supervision may be exercised over assigned staff and/or student assistants.

### **MINIMUM QUALIFICATIONS**

Bachelor's degree from a regionally accredited college or university supplemented by five (5) years of related experience in student records in higher education.

### **PREFERRED QUALIFICATIONS**

Master's degree from a regionally accredited college or university supplemented by three (3) years of related experience in higher education leadership.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

**Language Ability:** Requires ability to read Standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

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**Numerical Aptitude:** Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

**Manual Dexterity:** Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** May not require the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**Environmental Requirements:** Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Effective:** 12/12/24