

Assistant Registrar for Operations and Compliance

Summary: Reporting to the Registrar, this position is responsible for managing data accuracy, integrity, and security of all student academic records within the University's ERP system. This position compiles, maintains, and tracks student academic information and records for internal and external analysis, use, and reporting. This role oversees maintenance, enhancements, and upgrades of automated systems and technologies within the Registrar's Office. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities include:

- Collaborate with staff and business units across the University, including Admissions, Student Financial Services, Institutional Research, Information Technology, Student Life, and academic units to maintain the integrity, accuracy, and compliance of student, enrollment, and course data.
- Develop timely and accurate custom reports to support academic and student enrollment planning, evaluation, and decision making. Ensure reports are formatted for ease of end-user understanding.
- Troubleshoot issues for functional users within and outside of the Registrar's Office in software applications related to unit functions.
- Provide technical and analytical support to the Registrar's Office with a particular emphasis on data integrity, best practices, process streamlining, training, and documentation as they relate to software utilized by the department.
- Responsible for all NSC and NSLDS enrollment and graduation reporting. Ensure that all records comply. Verify timely, accurate transmissions from the NSC to the NSLDS and resolve any NSC/NSLDS error reports.
- Work with external auditors for all Federal reporting handled by the Registrar's Office.
- Ensure smooth technical operation and development of student services (student registration transactions, grading, transcripts, degrees, withdrawals), as well as all web information and applications.
- Serve as the student system technical liaison to Information Technology Services and program managers in the implementation of new initiatives.
- Write SQL code and map data to provide for ITS report development.
- Ensure performance of tasks related to system testing, including testing plan development and assessment of system upgrades.
- Develop and deliver training and support for existing and new users in Jenzabar and JICS including user documentation/resources.
- Provide ongoing functional, operational, and analytical support in assessing, recommending, and implementing system enhancements, configuration changes, and upgrades to Jenzabar/JICS.
- Leverage and implement improvements to existing systems and business logic to enhance system efficiency including, but not limited to, role-based security, the transition from paper

to digital processes, et al. Develop and maintain accurate, thorough business process documents.

- Configure the ERP system for each semester including, but not limited to, the development of course schedule, etc. Coordinate registration and grading processes for the Registrar's Office including registration controls for all constituencies in both campus and online programs.
- Troubleshoot and solve student system and data issues related to Jenzabar/JICS.
- Provide oversight of the Registrar's Office in the absence of the University Registrar.

Secondary Duties and Responsibilities:

- Develop and maintain a comprehensive office operations calendar.
- Maintain the Registrar's Office internet and intranet sites including static content and regular message updates.
- Serve as the liaison between the Registrar's Office and Queens' Information Technology department and external software support providers.
- Serve as a liaison with various offices, committees, and represent the Registrar's Office at administrative and technical meetings.
- Ensure a continuously high level of customer service to both internal and external constituents.
- Maintain compliance with FERPA, federal and North Carolina regulations and university policies.
- Contribute to a work environment that promotes mutual collaboration and continuous learning and development of all members.
- Assist office team members in front office coverage, processing grade changes, transcript requests, enrollment verifications, et al.
- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required:

- Experience creating ad hoc queries and SQL based reports (InfoMaker).
- Experience with an ERP system; Jenzabar EX a plus
- Minimum 3 years of related progressive professional experience (preferably in higher education).
- Proven ability to understand the crucial nature of data and its impact on the Registrar's Office and the university as evidenced by performing duties in a proactive, strategic manner.
- Ability to communicate effectively with both technical and end users.
- Ability to effectively manage multiple competing projects and priorities.
- Exceptional follow-up and follow-through skills as well as ability to plan, organize and control large and small projects through to completion.
- Demonstrates a self-driven work ethic who takes initiative and sees assignments and projects through to completion.
- Strong organizational and time management skills with accuracy and attention to detail.

- Possess a logical and questioning mindset, ability to analyze and solve simple and complex problems.
- Must possess a strong, self-driven work ethic and ability to take initiative and see projects through to completion
- Proven ability to maintain the utmost discretion and integrity, especially pertaining to Proven skill in developing and maintaining systems documentation/procedures.
- confidential matters; solid understanding of FERPA
- Excellent attention to detail, accuracy, and timeliness
- Ability to work independently and contribute to a team environment.
- Demonstrated proficiency in MS Office applications.
- A bachelor's degree from a regionally accredited institution of higher education; Master's degree preferred. Work experience in an information technology field may be substituted for a bachelor's degree.

Application Process

Qualified individuals are requested to submit documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. A cover letter addressing position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “**Reg-AROC**” and **YOUR NAME** in your email Subject Line.
(**Example:** Reg-AROC Shawn Mullin)

Applications received by April 30, 2021 will receive first consideration. Queens will continue to accept submissions until the role is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system – 75-100% of the time
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students – 75-100% of the time.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems – 75-100% of the time.
- *Mobility:* Kneel for physical inspection of storage areas; Open files and operate office machines; move between departments and attend meetings across campus – 50-74% of the time.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly – 75-100% of the time.
- *Lifting, Pulling, Pushing:* Exert up to 20 pounds for force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects – 50-75% of the time.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and can be stressful.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.