

Bahamas Baptist University College

• A Legacy of Excellence

BAHAMAS BAPTIST UNIVERSITY COLLEGE JOB DESCRIPTION

JOB TITLE: REGISTRAR

DIVISION: OFFICE OF ACADEMIC AFFAIRS

DEPARTMENT: REGISTRAR DEPARTMENT

SECTION: OFFICE OF THE REGISTRAR

JOB SUMMARY:

The Registrar serves as a member of the leadership team and is responsible for oversight the college's Registrar's Office and reports to the Academic Dean Admissions Department.

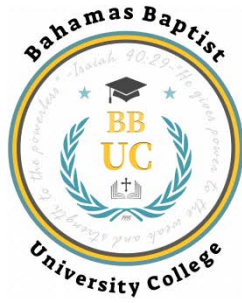
The Registrar provides leadership and oversight to all aspects of the Office of the Registrar. This position plays a critical role at BBUC and academic operations by effectively providing oversight and management for the maintenance and integrity of all student academic records, including all areas of student registration and the recording and reporting of grades, transcript evaluations, information reporting, compliance with regulations, required audits of student enrollment. Additionally the duties include the establishment and maintenance of processes for the equitable and consistent administration of policies and procedures as they relate to academic record keeping.

The Registrar supports the creation and maintenance of course schedules, BBUC catalogs, and graduation. The Registrar provides strong leadership consistent with the academic goals and mission of the institution and leverages best practices to provide a student-centered approach, culture emphasizing exemplary service to all its stakeholders.

The Registrar supervises staff in the office of the registrar, serves on several standing committees and assures compliance with certifying organizations and governmental requirements.

DUTIES:

- Coordinates, supervises, and provides executive leadership for all functions and services of the BBUC's Registrar's Office, including the student information system, registration, grading, degree and enrollment verification, academic records management, transcripts, compliance, application processing, and articulation, graduation auditing, and awarding of degrees.



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- Oversees the management of policies, processes, and operations of the Registrar's Office and provide leadership, innovation, vision, and accountability for the management of all records, registration policies, and services that support student success.
- Provides oversight for integrity and accuracy of student academic record-keeping and transcript production and integrity in compliance with the University's academic policies and standards.
- Oversees the implementation and effective use of Populi system for student information, degree audit, and other systems.
- Provides leadership as the key liaison to IT and the Campus Solution Services Populi for issues about all services offered by the Registrar's Office, including the development and maintenance of computerized records and registration systems through Populi.
- Provides strategic input and develops recommendations for the implementation of related technology applications in support of enhanced services for students, faculty, and staff.
- Monitors and verifies student enrollment data essential for official internal and external reporting related to academic and student records.
- Supervises the maintenance of the academic programs, degree audit system and provides oversight for the monitoring of student's progress toward degree completion.
- Promotes and maintains effective relationships with faculty, staff, students and academic partners at BBUC and other institutions, collaborating on issues relating to curriculum, university policies, and other areas of Registrar responsibilities.
- Oversees training, development, and maintenance of procedure manuals, regulations, and systems within the Registrar's office for the BBUC community.
- Supervises, trains, manages, evaluates, develops and disciplines staff within the Registrar's office.

SUPERVISORY RESPONSIBILITIES:

Direct Reports:

- Full-time employees and part-time.

Delegation of Work:

- Regularly assigns work to subordinate(s).



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Supervision Given:

- Makes recommendations and or decision on evaluating employee performance; hiring new employees; disciplinary actions; makes scheduling employee work hours; coaching and counseling; training; provides recommendations on handling employee grievances and complaints; and granting time off. All of the above must be in writing and in collaboration with the Academic Dean.

QUALIFICATIONS

Required Education:

- A minimum of a Bachelor's Degree from a recognized University. A Master's degree is an asset.

Required Experience:

- Minimum of five (5) years of related work experience.
- Experience in understanding of administrative matters across higher education.
- Experience in understanding and experience on issues on the protection of confidential student records.
- Experience of supervisory and track record of office leadership in an institution of higher education.
- Experience and understanding in Populi and other software required by the Registrar's Office.

PREFERRED QUALIFICATIONS

- Demonstrates success in leading, planning, implementing, and adapting to change.
- Fluent in understanding and effective use of information technology.
- Demonstrates a strong focus on the student experience and student success.

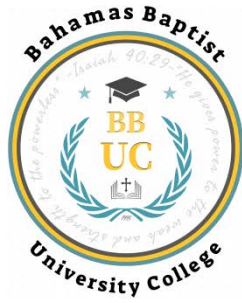
KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

- Knowledge of trends, issues, and accepted practices relevant to the position
- Sound knowledge of Populi the student information system, processes, and functional management
- Comprehensive knowledge in enrollment systems and well-versed in the requirements and processes of a successful Registrar
- Strong understanding of best practices in student registration and records, and understands the role of the Registrar in strategic enrollment management and student success

Skills:

- Candidate must have strong analytical and problem-solving skills, as well as
- excellent interpersonal and human relations skills
- Excellent communication skills written and oral
- Strong organizational and conceptual skills
- Successful record of interacting with professionals across disciplines
- Detail-oriented and customer service and compliance-focused
- Proven record of accountability and follow-through



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Abilities:

- Ability to effectively communicate with a wide range of individuals and constituencies in a diverse community

POSITION SPECIFIC COMPETENCIES

Commitment to Excellence - BBUC

- Demonstrates a commitment to competently perform his/her job duties and responsibilities within established timeframes.
- Continuously strives to improve work performance.
- Accepts responsibility for his/her commitments to the university.
- Contributes to the success of the university by consistently providing quality results in the performance of his/her job duties and responsibilities.

Respect and Cooperation

- Treats others with courtesy, respect, and dignity in the workplace.
- Promotes cooperation through open and honest communications and consideration of others ideas, thoughts, and opinions.

Integrity

- Demonstrates high ethical standards of conduct in the performance of his/her job duties and responsibilities.
- Accepts responsibility for his/her actions.
- Respects and complies with department and university policies, procedures, and work rules.

Proficiency

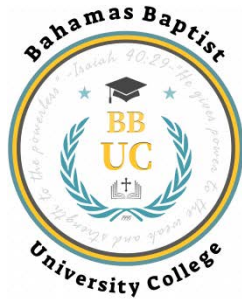
- Possesses required job skills and knowledge.
- Demonstrates the ability to apply those skills and knowledge to competently perform his/her job duties and assignments.

Dependability

- Takes responsibility to accomplish job assignments within reasonable deadlines.
- Willing to accept new projects and/or commitments.
- Does due diligence to complete projects within specified timeframes and/or fulfill commitments.
- Arrives to work on time prepared and ready to contribute.

Flexibility

- Willingly adjusts to changing work assignments or conditions.
- Open to changes in operational procedures, technology, and/or organizational structure.
- Views changes as opportunities for learning and professional development.
- Displays a positive attitude to encourage others.



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- Promptly responds to changes in work priorities and/or unexpected circumstances or situations.

Customer Relations Management

- Ensures customer's needs and expectations are addressed within his/her department or section. (Customers can be students, external constituents, employees, or university guests.)
- Mentors and guides department/section staff by sharing knowledge and best practices to appropriately respond to customer's requests.
- Monitors staff interactions with customers for professional conduct, consistent application of university policies and procedures, and follow up of outstanding requests.
- Assumes responsibility for addressing complex or unusual requests.

Organizational Management

- Manages department or section planning and assessment consistent with the university's goals and objectives and executive management's directives.
- Develops and oversees administration of the department/section budget to ensure effective utilization of financial resources and appropriate disbursement of funds.
- Fosters a cooperative and productive work environment that advances department/section operations and initiatives through motivation, encouragement, and professional development of staff.
- Develops department/section procedures and work rules for compliance with government regulations and university policies; participates in the development and revision of applicable university policies.
- Competently represents the department/section through interactions with the university community and/or external constituents.

Work Leadership

- Leads the work of assigned staff.
- Assigns projects and tasks with clear instructions and understanding of work to be performed.
- Mentors and guides by sharing expertise, knowledge of work rules and procedures, and best practices.
- Follows up to ensure tasks and projects are completed within reasonable timeframes.

Decision Making

- Demonstrates the ability to make informed decisions in a timely manner.
- Assimilates and/or secures relevant information to assess the risks and benefits of alternatives.
- Considers impact of decision in the long and short term.

Writing Proficiency

- Demonstrates the ability to express information clearly and concisely in writing.
- Formulates and writes information to effectively communicate messages, ideas, and/or concepts for the intended recipient or audience.
- Uses appropriate words and tone, and correct grammar.



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Computer/Automated System Proficiency

- Proficient in the use of university applications or automated systems to perform job duties.
- Complies with related policies, procedures, and work rules to maintain system security and data integrity.

Student Success Indirect Support

- Contributes to student success by assisting students with anything that supports their student experience, whether directly or indirectly.
- Helps students navigate their way through the different offices, programs, and services at the university and/or connects students with the appropriate party(ies).
- Connects students with services or resources that can help them with career exploration, goal selection, and ongoing academic assistance.
- Helps students build peer support networks.
- Encourages student participation in out-of-class activities.
- Provides encouragement and guidance to foster student success.
- Treats students with respect
- Maintains the learning environment to ensure quality and/or sound pedagogy.

PERFORMANCE CRITERIA:

This job is satisfactorily performed when:

- Long and short-term departmental goals are met.
- Day to day operations within the department are smooth and efficient
- Project deadlines and specifications are met.
- Expenditures are maintained within budget.
- Reports are submitted within the stipulated time-frame.
- Studies undertaken are timely and any recommendations are sound.

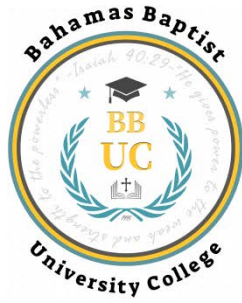
WORK LOCATION AND PHYSICAL DEMANDS

Primary Work Location:

- Works in an office environment

Physical Demands:

- Work is normally performed in a typical interior work environment which does not subject the employee to any unpleasant elements.
- Position is physically comfortable; individual has discretion about sitting, walking, standing, etc.
- Occasional lifting, pushing, climbing, and pulling may be required.



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- Work environment involves minimal exposure to physical risks

REPORTING RELATIONSHIPS:

Reports to the Vice President, Academic Affairs.

LIAISON WITH:

- Department/Division heads and other members of management.

This document is a true and accurate description of the position.

Incumbent