



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 03/11
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Senior Registration Services Analyst

JOB SUMMARY

This position performs responsible analysis of all registration student files for determination of student eligibility for special Registrar programming and applications, including but not limited to graduation, Veteran's Affairs, course registration, student academic progress, degree audit, and student historical data and review with published requirements for each degree by performing tasks involving detail verification of degree plans as well as detailed document preservation, organization, and maintenance. Work is performed under general supervision and performance evaluation is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Registrar, Office of the Registrar

Supervises: Registration Processing Specialists I as assigned.

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides office management, supervisory discretion, and associated decision making in the absence of the University Registrar and/or Associate Registrar.
- Provides professional development and training related to all aspects of front-desk, online, and phone service delivery of Registrar office functions.
- Provides campus-wide management of academic grading support, maintenance, input, and delivery through Web Advisor and all related communication and instruction/training for faculty/academic leadership, and other related team members.
- Makes recommendations and assists IT leadership with maintenance, revision, upkeep, and upgrades related to various Registrar software and support programming, including DARS, Colleague/Datatel screens and processing, Registration Priorities, Web Advisor, and other new/current programs.

*Senior Registration Services
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- Provides mastery, and implementation of federal, state, and institutional record-keeping and accreditation standards, policies, and procedures, providing appropriate training and information as well as policy implementation recommendations and training.
- Participates, facilitates, and presents at registrar related functions and operations at all orientation and new student workshops, as well as other Admissions related transfer and new student presentations.
- Coordinates graduation/commencement ticketing, diploma orders, distribution, and graduation extravaganza, as well as maintenance of all graduation designations and information for campus partners, including the bookstore, student union, and other campuses.
- Manages overall transcript functionality of the office, to include transcript ordering, services, and updates, and as well as maintenance of transcript archival records and information.
- Manages front desk customer service and scheduling/training, to provide leadership and service in continuous improvement in the delivery and processing (accuracy, efficiency & satisfaction) of withdrawals, drop/add, course registrations, student change of information, and other areas.
- Coordinates Texas residency verifications, reviews, audits, and student guidance/advisement related to residency classifications, status, and reclassifications.
- Serves as liaison and representative of the department with Bursar, Financial Aid, Academic Leadership & Departments, Graduate School, Undergraduate Studies, and other related campus offices.
- Manages Registrar's Office website and review regularly for updates/edits/revisions as well as all online social networking presences.
- Manages ACD client interaction, including monthly evaluations and assessment of performance as well as goal setting.
- Manages information, training, and student advisement related to special programming, including Veteran's Affairs, International Students, Study Abroad, Alliance, Distance Ed, SPEC/ROTC registrations, athletes, and related communication and programming.
- Manages student imaging, records, and documentation.
- Marks students as graduation applicants and puts registration blocks on student information system.
- Knowledge of current federal, state, and institutional record-keeping and accreditation standards, policies, and procedures, providing appropriate training and information as well as policy implementation.
- Performs analysis and research of effectiveness, implementation, and maintenance of all office primary software, machinery, and programs.
- Analyzes, compares, and evaluates office performance related to accuracy standards, audit standards, student satisfaction standards, and overall institutional satisfaction and compliance.
- Manages institutional distribution of Registrar's Office related policies, procedures, and deadlines to campus community.
- Verifies graduation application and DARS requests.
- Verifies that student information system aligns with student's degree plan.
- Aligns transcripts with degree plan, including transfer credit.

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- Mails letter of discrepancy in cases where the degree plan and transcripts do not match.
- Manages student data/records imaging.
- Analyzes student submissions for eligibility of resident tuition, tuition rebate, academic standings, and honors.
- Answers policy and procedure questions related to the Registrar's Office.

ADDITIONAL DUTIES

- Assists in the preparation of commencement communications; Registrar's Office federal, state, and internal reporting preparations; internal and external audit preparation; historic and current student records maintenance and proofing commencement program and other related area publications.
- Cross-trains in all areas of direct supervision of the Registrar and Assistant Registrar.
- Serve as facilitator, manager, and primary contact and on-campus resource for TWU's reverse transfer agreements.
- Serves as management team leader for course roster verification/census day.
- Serves as Registrar lead for dual credit/early college programming support.
- Updates and maintains all new degree programs and certificates for academic program area changes/revisions.
- Updates and maintains all policies, procedures, and training manuals in print, online, in Blackboard, and information in other public venues/formats.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required.

EXPERIENCE

Three to six years of progressively responsible clerical, office, customer service, and computer-related experience. Experience in analysis of Student registration preferred. University or college setting work preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Working knowledge of office practices and methods.

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- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to manage and support of all online grading and update options for midterm and early alerts as well as academic suspension and probation.
- Assist in SACS and all accreditation processing preparation, as well as in all audit preparation. Conducts internal and external audits and evaluate performance/satisfaction.
- Conducts evaluations and assessments of internal and external office procedures and implement new policies to reflect changes in procedures.
- Manages the customer/student satisfaction survey.
- Conducts, interprets, analyzes, and make recommendations for improvements related to surveys of office functions/performance and related satisfaction.
- Co-facilitates creation of department goals, objectives, and outcomes.
- Reviews, researches, and employs best practices from other institutions and current research/data. National Clearinghouse reports, updates, and online support.
- Working knowledge of office practices and methods.
- Knowledge and experience with Datatel/Colleague/Phoenix.
- Written and oral communication.
- Ability to create and manage tables, charts, statistics, and make recommendations for performance goals, objectives and outcomes.
- Maintains and updates departmental website.
- Ability to conduct formal and informal mentoring, guidance, coaching, and training of current and new employees.
- Ability to prioritize and manage completion of assigned duties and responsibilities.
- Ability to delegate and review completion of tasks.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.