



Connecticut State
Colleges & Universities

CONNECTICUT STATE COMMUNITY COLLEGE
JOB DESCRIPTION
Registration Specialist

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
2/22/2022

POSITION PURPOSE:

Under the direction of the Director of Registration and Academic History, the Registration Specialist is responsible for maintaining the integrity of student records for Connecticut State Community College. This position involves assisting the Director of Registration & Academic History with implementing the institution's registration cycle, including grading, appeals, and overall academic history of Connecticut State Community College students, and provides critical administrative support for strategic initiatives to increase registration and retention.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports directly to the Director of Registration & Academic History. This position may supervise other administrative and/or clerical staff as needed.

The position is required to work collaboratively with other offices and services within Connecticut State Community College, and to develop enrollment goals, build and develop partnerships, relationships, and collaborations with all levels of stakeholders to facilitate and enhance the resources and services provided to students.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Completes term setup in Banner for all full-term and abbreviated terms throughout the academic year, including pre-requisite checking and course repeat limits.
- Works with the Director to ensure that common registration dates are in place at each of the campuses.
- Assists the Director of Registration & Academic History with implementing the course waitlist process in banner; collects data to help determine the number of sections needed for courses.
- Supports the Director of Registration & Academic History in implementing online grading, including the collection of "Never Participated" (NP students) for each term (and part of term).
- Manages all end of term processing; communicates with faculty about the timely submission of all midterm and final grades.
- Processes the academic suspension report and perform suspension of students at the end of each term.
- Communicates with students regarding their academic suspension status.
- Supports the Director of Registration & Academic History in the timely review and processing of student registration appeals; maintains all records related to student registration appeals.
- Supervises the resolution of all grade discrepancies, omissions, petitions, and other student record processes
- Works closely with Regional Directors of Financial Aid, Operations and Outreach to regarding satisfactory progress standing.
- Enters retroactive student record changes into the student information system, including student appeals for late adds or withdrawals and other irregular changes to student records.
- Communicates with faculty and staff on policies relating to student grading and the student registration appeals process.
- Assists the Director of Registration & Academic History with the implementation of the Refund & Course Withdrawal Policy; may serve on Refund Appeals Committee as the Director's designee as needed.

- Receives and processes student requests, including transcript requests and all requests related to enrollment or academic status, and degree completion or enrollment verification for current and former students at Connecticut State Community College.
- Maintains a commitment to CSCC overarching goals including initiatives encouraging equity and diversity.
- Serves on committees as assigned. Represents CT State Community College interests at professional organizations at the state level.
- May involve occasional evening or weekend work, within contractual limitations.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies.
- Service on assigned committees and task forces.
- Attendance and participation at, committee, staff, informational, and professional meetings at the college and regional level.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.)

Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Demonstrated understanding of a comprehensive community college.
- Demonstrated ability to work in groups, which emphasize collaboration, consensus building, conflict resolution, and problem solving.
- Demonstrated ability to implement complex projects and programs in support of college objectives.
- Strong information and technology literacy skills.
- Experience in using enrollment management, content management, and project management software.
- Experience with student information systems, including term setup, end of term processing, and generating reports.
- Sensitivity to and ability to work with the diverse academic; socioeconomic, cultural and ethnic backgrounds of members of the College community, including those with disabilities.
- Effective interpersonal, written, oral, and presentation skills.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree in education, counseling, student development, social work, enrollment management or an appropriately related field together with one to four years of related experience or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT:

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences. Reasonable accommodation will be made for incumbents and candidates with physical limitations.