



Office of the Registrar

Assistant Registrar of Student Services

Position Summary

The Assistant Registrar of Student Services supports student success and institutional compliance by coordinating academic record processes, ensuring accurate enrollment and degree reporting, and assisting with NCAA Division II athletic eligibility certification. This role also provides training and day-to-day coordination for student workers, graduate assistants, and Student Services staff, fostering a well-prepared and effective team. As a member of the Registrar's leadership group, the Assistant Registrar contributes to office-wide improvements, staff training, and problem solving.

This position requires strong organizational skills, accuracy in handling student data, and the ability to balance multiple responsibilities in a fast-paced environment. The successful candidate will be a collaborative problem solver with a commitment to serving students, faculty, and staff.

Key Responsibilities

Staff Support & Team Coordination

- Provide onboarding, training, and scheduling support for student workers, graduate assistants, and Student Services staff.
- Hold periodic team check-ins to review processes, share updates, and provide guidance.
- Collaborate with the Registrar's leadership group to identify training needs, streamline procedures, and improve student services.

Enrollment & Degree Reporting

- Assist with submission of enrollment and graduation data to the National Student Clearinghouse each semester.
- Review and correct SSCR/NSLDS reporting errors.
- Prepare Good Standing and other enrollment-related letters upon student request.

Orientation Support

- Coordinate with Academic Administrative Assistants, Admissions, and Student Experience to confirm orientation logistics.
- Share orientation registration lists with academic departments.
- Notify departments of transfer student major changes prior to registration.
- Work with Admissions Processing to identify students not yet cleared for registration.

Athletic Eligibility & Progress Tracking

- Support certification of initial eligibility for incoming transfer student-athletes in partnership with Athletics and the Transcript Evaluator.
- Monitor student-athlete progress toward degree each term.
- Participate in NCAA certification and Intercollegiate Athletics Committee meetings.

Student Schedule Management

- Process enrollment changes, including late adds/drops, withdrawals, and no-show reports.
- Create schedules for dual enrollment students upon receipt of required documentation.
- Assist with automatic enrollment for approved graduate program students.
- Process repeat course and course audit requests.
- Enroll undergraduate Accelerated Master's Program (AMP) students in graduate-level courses with approved forms.

Academic Record Maintenance

- Process approved grade changes and incomplete grade requests.

Graduate Catalog Support

- Work with the Assistant Registrar of Academic Services to edit and publish the Graduate Catalog each academic year.

General Office & Event Support

- Participate in orientation, registration, and graduation events (including 2–4 evenings annually).
- Contribute actively to staff meetings.
- Perform additional duties as assigned.

Required Qualifications

- Bachelor's degree.
- 3–5 years of experience in a higher education registrar's office, enrollment services, or a related student services area.
- Knowledge of FERPA and student data privacy regulations.

- Strong attention to detail and accuracy in data entry and reporting.
- Excellent communication and collaboration skills.

Preferred Qualifications

- Master's degree.
- Experience with Banner or a similar student information system.
- Knowledge of NCAA Division II eligibility requirements.
- Familiarity with National Student Clearinghouse reporting.
- Prior experience supporting student-athletes and athletic compliance offices.

Skills & Competencies

- Ability to manage multiple tasks and meet deadlines.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and Google Workspace.
- Analytical and problem-solving skills.
- Commitment to high standards of customer service and professionalism.

Reports to: Registrar