



UNIVERSITY of the SOUTHERN CARIBBEAN
Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals *for* the following position:

UNIVERSITY REGISTRY

ASSOCIATE REGISTRAR

JOB SUMMARY

The Associate Registrar is responsible for the overall management of the Graduate Records Unit in the University Registry. The position holder plans, organizes and manages all the activities associated with registration and records maintenance processes for enrolment. Maintains the integrity of student records that are accurate and reliable. Works under the direct supervision of the Registrar to ensure the alignment of scheduling, progress reporting and student record keeping; and supervises staff in the Unit. Participates in teamwork activities in the department and contributes to maintaining the strategic pillars of the university. The job requires compliance with established policies and procedures of the department and a high level of confidentiality. The position holder fulfils a forty-hour workweek, and may be required to work beyond the standard workweek hours and also work outside the normal work week occasionally. He or she reports to the Registrar.

SCOPE

Managing staff, record retention and control, friendly customer service, approvals, policy enforcement, graduation clearance, and participation on committees.

DUTIES AND RESPONSIBILITIES

- Assists in the establishment and maintenance of a departmental climate that supports student-centred service and reflects the mission, vision, and values of the Office of the Registrar and of the University.
- Establishes and supports graduate scheduling and registration policies and procedures of the University.
- Responsible for providing effective and efficient academic information to Graduate Students.
- Conducts Degree Audits for all students in the School of Graduate Studies, Extension Sites (Antigua, Barbados, Guyana, and St. Lucia) and programs offered through the School of Distance Education. Informs students of outstanding requirements, handles exceptional cases, and manages degree audit applications.
- Works with programmers to resolve transcript and other SMS problems and updates the database as needed.
- Works with faculty, coordinators and administrators to determine the most effective and efficient practices for the collection, recording and distribution of student records and the coordination and the development of relevant and appropriate systems.
- Collaborates with Dean of Graduate Studies & Research regarding program modification and graduate academic bulletin updates.
- Develops and implements systems to maintain student academic records; administers storage, security, accuracy, and preservation of academic credentials in accordance with university policy, accreditation standards, and privacy laws; and resolves problems regarding the management of student records.
- Responsible for graduate students' data management, including the analysis and reporting on such issues as grade details, leave of absence and withdrawal information, graduate outcomes and attrition/retention rates and graduate students' exit survey on matters directly relating to the Office of the Registrar.
- Interprets and enforces academic rules and regulations; monitors academic standing of students; coordinates academic deficiencies as appropriate; and responds to inquiries concerning academic performance.
- Oversees the supervision of personnel, which includes work allocation, training, promotion, enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Manages grade and transcript processing; coordinates and approves academic information for graduation.
- Oversees all facets of the daily operations of the organizational unit, ensuring compliance with university policies and regulations, and accreditation standards.
- Participates in the development, implementation and maintenance of policies, objectives, short and long-range planning; develops and implements projects and programs to assist in accomplishment of established goals.
- Represents the organization at various community and/or business meetings, committees, and task forces; promotes existing and new programs and/or policies.
- Develops or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient and safe operation of the unit.
- Participates in the development of annual operating budgets and provides fiscal direction to the unit.

- Assists with commencement exercises.
- Participates in team activities.
- Contributes to the maintenance of the university's strategic pillars.
- Performs other assigned duties commensurate with the position.

Committees:

- AEORION Committee
- Admissions Committee
- Graduate Council
- Registration Committee
- Accreditation Sub-committees

QUALIFICATION AND EXPERIENCE

- A minimum of a Master's degree in Business Administration, Educational Leadership or related field from an accredited institution.
- At least four (4) years of experience in a similar position with supervisory experience in an institution of higher education.
- Competency in Student Management System (SMS) AEORION preferred, MS applications including Word, Excel, and Outlook.
- Experience using the computer for a variety of tasks.
- Meticulous attention to detail.
- Demonstrated understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality graduate experience.
- Proven ability to exercise tact, diplomacy, and conflict resolution skills.
- Experience managing multiple projects within a rapidly changing environment.
- Excellent communication skills.
- Proven ability to communicate effectively with a diverse range of people and situations, to establish and maintain effective working relationships.
- Proven track record of effective team and change management to affect improvements to service quality, staff productivity and systems efficiency.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the SDA system of education.
- Knowledge of university policies and procedures.
- Knowledge of university degree, non-degree, and certificate programmes.
- Knowledge of computerized student information systems.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Must be able to work with minimal supervision.
- Capable of writing correspondence, reports, and other documents.
- Ability to make administrative and procedural decisions and judgments.
- Ability to communicate effectively with internal and external customers.

- Ability to supervise, train and motivate staff, and work well with a team.
- Ability to meet expected deadlines and schedules.
- Ability to analyse and solve problems.

OTHER REQUIREMENTS

- Critical thinking
- Highly organized
- Excellent customer service skills
- Confidentiality, integrity, dependability, and conscientiousness
- Appropriate and professional appearance and demeanour required
- Commitment to the high moral, spiritual and ethical values of the University

Applications should include a Cover Letter, a detailed Curriculum Vitae, and two (2) written recommendations, including one from current employer. Photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT OF SPAIN
TRINIDAD**

Or email us at: hr@usc.edu.tt

Applications should be received no later than **May 13, 2022**.

The University wishes to thank all applicants for their interest; however, only short-listed applicants will be contacted.