

University Information

Org/College: Office of the Provost	Department: Office of the Registrar
UI Job Code: PCR2	Pay Level: 4A
Job Function: Academic Support	Job Family: Registrar Services
University Classification: Registrar Services Coordinator	

Department Information

Org/Dept/Sub-dept #: 02-4615-00000
Position #: 00041153 or 00016128 **Position Type:** P&S, Regular
Working Title (if applicable): Graduation Services Coordinator
This Position Reports to (Title/Position #): Associate Registrar / #00141459
Position Has Administrative Supervision? No

Position Overview: Work directly with students, advisors, collegiate offices, and third parties (FERPA approved) about applying for degree, degree progression and conferral, and other graduation-related services such as obtaining diplomas, transcripts, and verifications. Review candidates for degree each semester or session for eligibility to graduate and pending applications after the semester or session to clear applications for conferral. Assist with entering approved requirement exceptions or study abroad work on audits.

Position Information

Key Areas of Responsibility

Registration and Enrollment Services (PCR2): *Coordinate and oversee registration services, course availability and enrollment functions. Assign instructor and advisor assignment. Work within collegiate academic units to maintain collegiate curricular database. Assist with the structure to support the implementation of University policies and procedures with academic/collegiate units. Coordinate collegiate registration processes.*

- Stay up to date with UI General Catalog changes when colleges or departments create or modify programs of study (POS) and include specific rules about course and POS overlap or restrictions.

Degree Progression (PCR2): *Assist with degree audit processes. Work with collegiate academic units to implement curricular changes. Coordinate college commencement and/or University commencement and special ceremonies.*

- Review candidates for degree each semester and summer session for eligibility to graduate.
- Review pending applications after each semester and summer session to clear candidates for degree conferral.
- Enter exceptions based on college or department requests.

Records Management (PCR2): *Maintain, interpret and assist students, faculty, staff and public with student records problems or questions.*

- Work directly with students, advisors, collegiate offices, and third parties (FERPA approved) about applying for degree, degree progression and conferral, and other graduation-related services such as obtaining diplomas, transcripts, and verifications.
- Liaison with departments or UI offices for student record updates.

Systems Support and Development; Data Collection, Analysis, and Reporting (PCR2): *Gather and document business rules, policies, and procedures pertaining to student academic records and/or University academic units. Prepare reports using data warehouse. Analyze data and create reports, profiles, and surveys for internal and external use. Organize the distribution of information, metrics, and data to campus partners regarding enrollment and retention.*

- Maintain Graduation Services calendar and work with team members updating academic calendar dates.
- Assist with determining levels of distinction.

Universal Competencies

Collaboration/Positive Impact

Proficiency Level: Extensive

Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.

- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities important to the changing workplace.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, fair, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to achieve desired outcomes.

Diversity, Equity and Inclusion

Proficiency Level: Extensive

Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.

- Promotes a respectful, diverse, equitable and inclusive work environment in which concerns are addressed effectively.
- Can identify unit policies and practices that have a disparate impact on specific populations.
- Recommends policies and practices to advance an equitable, inclusive work environment and counter racism, sexism, and other forms of institutional bias.
- Forms respectful relationships with those representing diverse constituencies, and seeks regular input to better understand diversity, equity & inclusion issues and enhance recruitment efforts.
- Engages in on-going self-reflection and continues to advance their knowledge and skills related to diversity, equity and inclusion.

Service Excellence/Customer Focus

Proficiency Level: Extensive

Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.

- Participates in developing a variety of effective ways to deal with service challenges.
- Models service delivery and coaches others to deliver excellent service in a variety of settings.
- Communicates well with direct reports, peers, leadership and external constituents.
- Utilizes various methods for information sharing and information gathering. Modifies processes to enhance service.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#)

Position Technical Competencies and Proficiency Levels

Academic Support System Administration

Proficiency Level: Extensive

Knowledge of the operation and application of computer-based academic support systems; ability to coordinate and support academic activities through an academic support system.

- Updates and restructures academic support systems to improve the efficiency of academic information management.
- Coaches others on the application of computer-based advising technologies in an academic support system.
- Optimizes academic support processes to improve the efficiency of processing academic activities.
- Compares the performance of alternative academic support systems and makes recommendations accordingly.
- Evaluates the value of an academic support system based on student, advisor and other user's feedback.
- Trains others on resolving major operational problems in an academic support system.

Problem Solving

Proficiency Level: Extensive

Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.

- Uses varying problem-solving approaches and techniques as appropriate.
- Develops successful resolutions to critical or wide-impact problems.
- Organizes potential problem solvers and leads problem resolution efforts.
- Analyzes and synthesizes information and devises alternative resolution strategies.
- Contributes to standard practices for problem-solving approaches, tools, and processes.

- Ensures capture of lessons to be learned from a problem-solving effort.

Specific Function

Proficiency Level: Working

Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.

- Describes the mission, vision and objectives of the function.
- Discusses major programs, initiatives, and issues.
- Identifies the major units or sub-functions.
- Identifies relevant internal and external procedures and regulatory agencies.
- Discusses the steps and requirements of the business process(es).

Student Registration

Proficiency Level: Extensive

Knowledge of and the ability to design and implement student registration processes to ensure all students register for the correct courses, to obtain necessary student and billing information, and to keep all student details up-to-date.

- Monitors and ensures completion of degree requirements and other registration requirements.
- Coordinates dissemination of information on courses offered to registered students.
- Prepares student transcripts to track registered student progress.
- Manages registration office operations, including processes, performance evaluations, textbook orders, and work assignments.
- Develops and administrates the registration budget for an academic year.
- Cooperates with related parties to improve student registration services.

Accuracy and Attention to Detail

Proficiency Level: Extensive

Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.

- Processes detailed information with high levels of accuracy.
- Productively balances speed and accuracy.
- Implements a variety of cross-checking approaches and mechanisms.
- Evaluates and makes contributions to best practices.
- Demonstrates expertise in quality assurance tools, techniques, and standards.
- Employs techniques for motivating personnel to meet or exceed accuracy goals.

Communicating for Effective Relationships

Proficiency Level: Extensive

Knowledge and application of the communication techniques and relationship building skills that develop the ability to work with a variety of individuals and groups in a constructive and collaborative manner.

- Communicates effectively with diverse audiences, using appropriate media and language; ensures important messages are clearly understood.
- Coaches others on methods to improve their own communication.
- Establishes and maintains productive working relationships within and outside of own area.
- Seeks out what's common in conflicting points of view to address and resolve issues.
- Resolves potentially harmful differences between individuals and groups of people.
- Establishes and maintains credibility and is able to influence individuals inside and outside own group and earns their respect.

Effective Communications

Proficiency Level: Extensive

Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

- Communicates well downward, upward, and outward.
- Employs appropriate methods of persuasion when soliciting agreement.
- Maintains focus on the topic at hand.
- Adapts documents and presentations for the intended audience.
- Reviews others' writing or presentations and provides feedback and coaching.
- Demonstrates both empathy and assertiveness when communicating a need or defending a position.

Teamwork

Proficiency Level: Extensive

Understanding of the necessity and value of teamwork; ability to work effectively as part of a team.

- Works with a wide range of teams across various issues, locations, and time zones.
- Develops an effective working relationship with each team member.
- Shows respect for differences and diversity.
- Identifies and addresses potential problems or issues within the team.
- Earns trust, respect and loyalty of team members.
- Coordinates roles, responsibilities and interdependencies of all team members.

Position Qualifications

Education and Experience Required

- A Bachelor's degree or equivalent combination of education and experience.
- Some (minimum one year) related experience with understanding and applying university or college rules and reviewing degree audits and transcripts for final degree evaluation and conferral.

Competencies Required

- Demonstrates a [working proficiency](#) in the ability to assess academic programs and review students' learning outcomes to ensure achievement of academic objectives (i.e., degree expectations).
- Demonstrates a [extensive proficiency](#) in each of the following areas:
 - Knowledge of the operation and application of computer-based academic support systems; ability to coordinate and support academic activities through an academic support system.
 - Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.
 - Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.
 - Ability to contribute to and support a team-based work environment with variety of individuals and groups in a constructive manner while appreciating the unique contribution of diverse individuals.

Desirable Qualifications

- Experience working in a higher education, preferably in a Registrar's office or role.
- Familiarity with student and curricular data in student information systems and degree audit systems (preferably uAchieve) used in higher education.
- Familiarity with database structure and SQL.