



University Information

Org/College: Office of the Provost

Department: [Office of the Registrar](#)

UI Job Code: PCR3

Pay Level: [5A](#)

Job Function: Academic Support

Job Family: [Registrar Services](#)

University Classification: Registrar Services Manager

Department Information

Org/Dept/Sub-dept #: 02-4615

Position #: 00283651

Working Title (if applicable): Registrar Services Manager, Registration and Academic Programs

This Position Reports to (Title/Position #): Senior Associate Director, Registrar Services

Position Has Administrative Supervision? No Yes

Position Information

Position Overview: The Office of the Registrar is seeking a Registrar Services Manager. This position will manage tasks and systems supporting registration including but not limited to: registration of summer and special programs, preparation of early registration, priority registration, schedule builder, restrictions/seat reservations, waitlists, registration holds, and prerequisites.

Salary: 62,000 - Commensurate

Campus Location: UCC

Work Modality: Hybrid/Remote

Percent Time: 100%

What You Do: (Key Areas of Responsibility)

Registration and Enrollment Services (PCR3):

Manage the development and create a schedule analyzing the course management system. Resolve problems and make exceptions to the registration services. Oversee implementation and support needed for University policies and procedures with academic/collegiate units. Manage collegiate registration processes. Compile, maintain and publish collegiate calendar.

- Manage registration processes including but not limited to online registration change authorizations, Schedule Builder, prerequisites, special permission, bulk registration requests, independent study enrollment, and waitlists.
- Coordinate, research and process registration requests from students, faculty, and staff including departmental/collegiate offices and advisors.
- Collaborating with registration team to maintain registration academic calendar dates, internal/external communication, documentation, and website updates.
- Collaborate with registration team to manage registration holds as well as seat reservation and global restrictions.

Records Management (PCR3):

May be the Registrar for a college or division. Manage collegiate and/or University student academic records operation. Provide feedback and offer

- Direct and oversee Big10 Academic Alliance CourseShare, Traveling Scholar, and Regents Exchange Program registration and grade entry transactions throughout the session.
- Support Postsecondary Education Opportunity (PSEO) student registration.

<p><i>suggestions regarding policies and practices. Respond to requests for information from federal and state government, accrediting bodies and other external agencies.</i></p>	<ul style="list-style-type: none"> • Manage bulk registrations and changes for special and summer special programs. • Manage cohort uploads prior to early registration. • Monitor Success at Iowa enrollment – preparing the orientation auto-registration configuration table, updating hours changes, and adjusting associated fees, if necessary.
<p>Tuition and Fees (PCR3): <i>Communicate with students, staff, and public regarding inquiries about tuition and fees. Analyze, report, and communicate tuition and fees information to department, collegiate, and University management with University Registrar's Office for Board of Regent approval.</i></p>	<ul style="list-style-type: none"> • Process and consider appeals of registration service fees from students and departments. • Communicate with students, staff, and public regarding inquiries about tuition and fees related to registration changes.
<p>Systems Support and Development; Data Collection, Analysis, and Reporting (PCR3): <i>Manage, design and implement data development systems. Develop, implement and maintain web based reports. Negotiate with departments, colleges, and university regarding student record data needs, policies and procedures.</i></p>	<ul style="list-style-type: none"> • Responsible for analyzing functionality in MAUI by creating, completing, documenting, and sharing robust processes of issues and recommending improvements related registration including but not limited to registration change authorization, schedule builder, prerequisites, special permission, course restrictions, seat reservations, bulk registration request, etc. • Design, develop, and test new and pre-existing MAUI processes and systems to ensure quality and successful implementation in Jira. Including, collaboration with cross-functional teams to define the product vision, prioritize project backlogs, and monitor industry trends and best practices.
<p>Leadership/Supervision (PCR3): <i>Develop and implement policies and practices of a culture that supports staff engagement in the workplace.</i></p>	<ul style="list-style-type: none"> • Lead the registration team in regular discussions surrounding previously mentioned registration topics. • Serve as the UI Service Center (UISC) liaison, providing cross functional support between the Office of the Registrar and Treasury Office outlined by the RO/TO MOU. • Relay UISC feedback, concerns, or potential issues to the appropriate office stakeholders. • Potential supervising other registration staff members • This role will require the ability to pivot and live in a space of ambiguity

Universal Competencies

<p>Collaboration/Positive Impact: <i>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.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> • Creates and champions initiatives that foster respectful communication, learning and a spirit of cooperation. • Regularly shares information and effectively influences to gain common commitment in achieving objectives. • Shapes unit/department, college/division, or university governance so as to reinforce collaboration, accountability, and responsibility. • Promotes a climate that recognizes, celebrates, and rewards collaboration. • Works to create a climate that values and rewards initiative, excellence, continual learning, and achievement of results. • Deals effectively with ambiguity and change; coaches others in behaviors and prepares others through development for ongoing effectiveness.
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<p>Service Excellence/Customer Focus: <i>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.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> Effectively uses a broad range of methods in communicating complex ideas to diverse populations. Monitors profession/field/discipline for trends and implements innovative solutions to enhance service. Builds successful track record of superior personal and organizational service delivery in diverse environments. Promotes excellence achieved through reports or other media for distribution to internal and/or external constituents and the professional community.
<p>Welcoming and Respectful Environment: <i>Ability to foster a welcoming and respectful workplace environment while recognizing personal differences. Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the importance of a workforce that benefits from the talents of all people across multiple characteristics, including: race, creed, color, religion, national origin, age, sex, pregnancy (including childbirth and related conditions), disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, or associational preferences.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> Communicates to multiple internal and external constituencies the importance of a welcoming and respectful workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and where every individual is empowered to make a positive impact, to advance the UI's mission. Uses data to evaluate outcomes of policies and practices in their unit and implements continuous improvement strategies to enhance a welcoming and respectful workplace environment. Coaches and teaches others to develop a welcoming and respectful workplace environment where people of all backgrounds and perspectives feel welcomed and appreciated, and where every individual is empowered to make a positive impact. Considers the importance of a welcoming and respectful workplace environment in unit strategic planning. Promotes a welcoming and respectful workplace environment that recognizes, celebrates, and rewards behaviors that support the university's core values. Recognizes and addresses disrespectful or non-welcoming behavior, including one's own; holds people accountable for such behavior.
<p>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</p>	
<p>How You Do Your Job: (learn about competencies and proficiency levels here)</p>	
<p>Academic Support System Administration: <i>Knowledge of the operation and application of computer-based academic support systems; ability to coordinate and support academic activities through an academic support system.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> Deploys an advanced academic support system throughout the institution. Leads in revising and updating technical standards for academic support system administration. Integrates the academic support system into an institutional information management system. Predicts industry trends and market directions of academic support system applications. Creates an effective academic information sharing mechanism among students, advisors, and the university. Articulates the historical and future perspectives of academic support system administration.

<p>Problem Solving: <i>Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> • Gains agreement on the problem-solving process, risk assessment, decision points, and criteria. • Predicts and explains long-term trends and implications for alternatives. • Monitors industry for best practices and new techniques in problem-solving. • Successfully organizes problem solvers and stakeholders for high-impact problems. • Trains others in the process of eliciting alternatives and assessing their impact. • Orchestrates the resolution of high-impact and cross-functional problems.
<p>Specific Function: <i>Knowledge of the major responsibilities, accountabilities, and organization of a specific business function or area of specialization.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> • Describes experience with leading a major functional organization. • Takes responsibility for defining mission, vision and objectives of the function. • Takes responsibility for defining strategies, directions and business planning process. • Provides insights into function's strategies, organizational structure and services. • Elaborates on functional industry trends and marketplace experiences. • Describes the key relationships and dependencies with other business functions.
<p>Student Registration: <i>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.</i></p>	<p>Proficiency Level: EXPERT/LEADER</p> <ul style="list-style-type: none"> • Designs university/college registration procedures and schedules. • Directs the compilation of information related to registered students, such as graduation requirements and university bulletins. • Leads in the development of technical applications that offer registration and records services. • Plans and organizes all activities related to the records and registration department. • Directs the preparation of registration statistical reports for the government, including student numbers, races, nationalities, etc. • Negotiates any exceptional registration cases with the university and faculty.
<p>Position Qualifications: <i>(for recruiting purposes only, fill when replacing position)</i></p>	
<p>Education (or equivalency) Required</p>	<ul style="list-style-type: none"> • Master's Degree, or an equivalent combination of education and work experience
<p>Experience Required</p>	<ul style="list-style-type: none"> • Some (minimum one year) related experience working in higher education (two- or four-year institutions), registration, curriculum management, academic planning, project management, or information management. • Some (6 months to a year) experience with: <ul style="list-style-type: none"> ○ Operation and application of computer-based business and information systems or data management software. ○ Operation and application of Microsoft Office Suite, including Excel, Word, and Outlook, and virtual collaboration tools such as Zoom and Office 365. • One year experience in a professional setting with an information system

Competencies Required	<p>Demonstrates an EXTENSIVE proficiency level in:</p> <ul style="list-style-type: none"> • Knowledge and application of diverse communication techniques and relationship building skills, including listening skills and the ability to work with a variety of individuals and groups in a constructive and collaborative manner. • Ability to lead meetings, facilitate discussions, and guide decision-making processes. • Ability to work collaboratively and creatively on complex projects that may involve many stakeholders and/or competing priorities. • Ability to manage and implement complex policies and business processes, including making judgments independently regarding the accuracy of information/data. • Ability to pivot and live in a space of ambiguity
Desirable Qualifications	<ul style="list-style-type: none"> • Demonstrated application of systems-level analysis to optimize organizational performance. • Experience using student information system or MAUI