

Cornell University Staff Compensation Program Generic Job Profile Summaries

## Student Services Job Family: Registrar Progression

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. *A position that is classified into these titles, except Student Services Asst V, must meet the Cornell requirements for exemption under the FLSA.* 

## **GENERIC JOB PROFILE SUMMARIES**

Specialty	Student Services Asst V Registrar Function INDIVIDUAL CONTRIBUTOR	Assistant Registrar INDIVIDUAL CONTRIBUTOR	Associate University Registrar/College Registrar MANAGEMENT	Senior Associate University Registrar MANAGEMENT	University Registrar MANAGEMENT
Academic Policy, Curriculum Delivery, and Graduation Requirements	Review, interpret requirements, and advise students on course requirements, examination matters, grading policies, certification process, etc.	Review, interpret requirements, and advise students individually on course requirements, examination matters, grading policies, certification process, etc.	Review, interpret requirements, and advise students individually on course requirements, examination matters, grading policies, certification process, etc. Advise students on more complex issues.	Facilitate connections and priorities with college and department stakeholders.	Partner with academic and institutional leadership to anticipate academic needs. Develop, analyze, evaluate, and improve the delivery of academic program components to represent best practice in the delivery of the institution's academic programs ensuring timely and accurate delivery.
	Advise faculty, staff and students on undergraduate/graduate degree, thesis and conferral requirements.	Support college or department's curricular needs through the various curriculum lifecycle tools. Counsel students on degree requirements.	Participate in the development of academic policy and in the creation of efficient course delivery processes, and creative solutions to address academic needs. Ensure college and university requirement for graduation are met.	Provide leadership and oversight in the development of academic policy and in the creation of efficient course delivery processes, and creative solutions to address academic needs.	Provide strategic leadership and guidance on the development and management of academic and administrative policies and requirements for degree or certificate completion and utilize degree audit systems or other institutional processes to determine students have fulfilled requirements.
		Assist with coordination of university publications such as Courses of Study, Course and Time Roster, Academic Planner.	Coordinate and manage production of university publications such as Courses of Study, Course and Time Roster, Academic Planner.	Guide university practice on production of university publications such as Courses of Study, Course and Time Roster, Academic Planner.	Responsible for publication of documents such as official transcripts, certification of enrollment and degree, diplomas, Courses of Study, Course and Time Roster, Academic Planner.

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Operations and Business Process Management	Coordinate the processes and policies used to deliver academic programs. Track and certify all students completing degree, assist with degree audits, process related change forms. Review course enrollments for students not meeting course co-/pre-requisites.	Responsible for operational components of the processes and policies used to deliver academic programs, ensuring timely and accurate delivery.	Oversee the processes and policies used to deliver academic programs, ensuring timely and accurate delivery. May manage or support academic petition and academic review process, and counsel students regarding complex situations.	Oversee the broad application and implementation of processes and policies used to deliver academic programs, ensuring timely and accurate delivery.	Serve as official custodian of student records. Responsible for master curriculum file, class and exam schedules that adhere to policies and federal and state regulations and accrediting agency requirements.
		Participate in business process evaluation, enhancement, and re- design efforts that integrate new technologies.	Lead process and technology re- engineering and re-design efforts for continuous improvement and implement changes as necessary.	Identify key business, operational and project goals for short to long- term planning academic processes and systems. Align operational staffing and technology across the various units.	Ensures financial and legal stability of the University through identifying opportunities for cost containment and ensuring compliance with policies.
Data Systems Management		Align systems processes and procedures concerning student enrollment, grades, registration, records, course management, and room scheduling and reporting.	Oversee system processes and procedures concerning student enrollment, grades, registration, records, course management, and room scheduling and reporting.	Serve as the cross-functional, business, and technical leader for university systems; champion use of university-wide systems, common functions, improved data quality and data integrity.	Identify conceptual and imaginative technology solutions to enhance business processes, procedures, and delivery of data that support policies and delivery of services.
		Participate in the development and implementation of systems to communicate with faculty and departments.	Provide project leadership and process expertise in the deployment of academic processes and systems.	Provide project leadership and process expertise for short to long- term planning of academic processes and systems.	Provide system leadership and decision making and negotiate with internal providers or external vendors.
Knowledge of Student Records Management Law, Policy, and Governance	Assist with providing training/informational materials to departments, faculty and staff on laws and policies related to student data. Ensure adherence to university policy and procedure and state and federal laws.	Provide training/informational materials to departments, faculty and staff on laws and policies related to student data. Ensure adherence to university policy and procedure and state and federal laws.	Assist in developing training/informational materials and training sessions for campus partners on laws and policies related to student data. Ensure adherence to university policy and procedure and state and federal laws.	Develop training/informational materials and training sessions for campus partners on laws and policies related to student data. Evaluate and adapt operations to academic needs, federal, state and institution policies; serve as lead liaison with the Office of Enrollment Compliance.	University official responsible for compliance with FERPA; responsible for compliance of university policies, state and federal laws related to student records. Investigate claims of possible violations of law and policy.

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Reporting and Research	May draft reports showing updates on matriculation, student enrollment, class enrollment, programs, and events.	Serve as first point of contact for data and query requests. Assist with analysis and management of data and preparation of reports and data files. Resolve data and data related issues.	Provide leadership in analysis and preparation of more complex reports and data. Develop solutions to provide data for complex reporting requirements. Identify opportunities for new reporting tools and enhancements.	Lead efforts and develop solutions and approaches to provide student data for complex internal and external reporting.	Provide strategic leadership and directional efforts for analysis and management of data and reporting.
Recordkeeping Services & Data Stewardship	Provide information and guidance on policies and practices governing access to student records. Oversee the maintenance and security of the permanent records of all students.	Maintain processes related to the creation, retrieval, sharing, storing, archiving and destruction of student records to ensure compliance with external academic eligibility reporting. Oversee collection, creation, updates and maintenance of course data.	Participate in the regular review of policies and practices governing access to student records by campus constituencies and outside agencies or individuals. Support systems and processes related to the creation, retrieval, sharing, storing, archiving and destruction of student records.	Lead the regular review of policies and practices governing access to student records by campus constituencies and outside agencies or individuals. Develop solutions and approaches related to the creation, retrieval, sharing, storing, archiving and destruction of student records.	University official responsible for compliance of university policies and protocols related to student data recordkeeping and stewardship. Identify and advocate for solutions and approaches related to the modernization and professionalization of recordkeeping services and data stewardship.
Collaborative Decision Making and Consensus- Building		Work collaboratively with staff in offices throughout the university.	Maintain and promote collaborative work with staff in offices throughout the university.	Collaborate with a wide range of university constituencies to define needs, set priorities, and implement effective solutions/processes.	Maintain collaborative relationships with academic and administrative leaders throughout the university to define needs, set priorities and achieve solutions for the needs of the registrar function.
Leadership & Management		May be responsible for selecting, training, leading, and supporting the professional development of staff in the functional area.	Select, train, lead, and support the professional development of staff in the accomplishment of functional area, divisional, and institutional goals.	Serve as principal operational manager for the Office of the University Registrar, provide strategic direction, resource management, staff management, project coordination, facilitation, and prioritization.	Serve as principal lead of the registrar function for Cornell University and provide strategic guidance and directional efforts for the entire Registrar organization including central and college registrar and records staff.

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11633 STUDENT SERVICES ASSISTANT V, BAND E NEX	11453 ASSISTANT REGISTRAR, BAND F	11454 ASSOCIATE UNIVERSITY REGISTRAR, BAND G 11668 COLLEGE REGISTRAR, BAND G	12051 SENIOR ASSOCIATE UNIVERSITY REGISTRAR, BAND H	11015 UNIVERSITY REGISTRAR, BAND I
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate's degree and 4 to 6 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination	Bachelor's degree and 3 to 5 years relevant experience or equivalent combination	Master's degree and 5 to 7 years relevant experience or equivalent combination	Master's degree and 7 to 10 years relevant experience or equivalent combination
ІМРАСТ	Extend beyond department	Moderate impact	Substantial impact	Substantial impact	Significant impact
CONTACTS - INSIDE	Provide guidance or instruction	Provide guidance Coordinate activities Contact dealing with highly sensitive matters	Provide guidance Coordinate activities Frequent contact dealing with highly sensitive matters	Persuade others to take a particular course of action Coordinate major activities Frequent contact dealing with highly sensitive matters	Coordinate major activities Frequent contact dealing with highly sensitive matters
CONTACTS - OUTSIDE	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position Contact dealing with highly sensitive matters	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position Frequent contact dealing with highly sensitive matters	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position Frequent contact dealing with highly sensitive matters	Provide and/or receive guidance, advice or information that must be analyzed and developed by the position Frequent contact dealing with highly sensitive matters
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc	Contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters

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SUPERVISION		Provide day-to-day supervisory direction to employees within the department	Responsible for providing supervisory direction to other supervisors	Responsible for providing supervisory direction to other supervisors	Responsible for providing supervisory direction to other managers
COMPLEXITY	Focus on an entire field and related areas	Frequently required to adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment	Frequently required to adapt, combine, or make improvements to services, products, processes or programs. Work requires reasoning skills and judgment	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and unchartered environment	Continually required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires conceptual and imaginative thinking in a highly complex and unchartered environment
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for making decisions concerning policy- setting, research, planning or students	Responsible for making decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	Little guidance to accomplish work activities Rarely refers situations to the supervisor	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures, and, at times, deviation from standard work practices	Little direct supervision Considerable latitude for exercising judgment and self- direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
EFFECT OF DECISION MAKING	Directly affect a functional area Minimal effect on students and employees	Directly affect several departments Significant effect on students and employees	Directly affect entire college or school administrative unit Significant effect on students and employees	Directly affect entire college or school administrative unit Significant effect on students and employees	Directly affect entire college or school administrative unit, or university Critical effect on students and employees
	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/ materials/ equipment. Safety gear may sometimes be required