



## Job Description

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**POSITION TITLE:** Program Manager III, Registrar and Admissions #6346  
Teachers College of San Joaquin (TCSJ)  
Professional Learning and Support

**SALARY PLACEMENT:** Management Salary Schedule  
Range 10

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### **SUMMARY OF POSITION:**

Under the general direction of the Deputy Superintendent of Professional Learning and Support and the Division Director/President of Teachers College of San Joaquin (TCSJ), the Program Manager III, Registrar and Admissions has the responsibility for all aspects of student registration, including processing of student grades; producing academic transcripts; collecting, maintaining, archiving, and releasing student records; enrollment verifications; ensuring CTC credential student completion requirements; WSCUC degree graduation requirements; and compliance with academic policies.

### **MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:**

Bachelor's Degree or comparable combination or experience, education, and training in an educational setting or related fields may be considered.

### **DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:**

Experience in maintaining individual-level data including student demographics, course data, student records, assessments, and other data for student records management and reporting purposes. Experience working in student services for a school district, county office of education, and/or institution of higher education in the areas of registration and enrollment. Five years of experience working in any functional and/or systems requirements, technical and/or client services fields, with at least three years of experience in an educational setting. Experience with student information systems used in California Educational Agencies. Experience with various software products used for analysis, data integration and reporting. Experience working with large relational databases designed for both transaction processing and complex reporting.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- assigned software
- student records management associated with registration and enrollment
- institutional policies and procedures

Ability to:

- supervise, evaluate, and train staff
- operate a computer
- be flexible based on program needs
- create and follow policies and procedures
- manage institutional database systems (i.e., Student Information Systems (SIS), Learning Management System (LMS), and Customer Relations Management (CRM) application system)

- oversee the student registration process, including adding, dropping, and withdrawing from courses
- compile data for surveys and reports
- create and generate custom reports for internal and external reporting purposes (i.e., Title II reports and 1098-T)
- oversee student course scheduling and graduation requirements
- ensure compliance with relevant academic policies and procedures related to student registration, records, and graduation

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties

### **DISTINGUISHING CHARACTERISTICS:**

The Program Manager series represents advanced management positions and has three levels.

### **ESSENTIAL FUNCTIONS:**

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, committees, trainings, workshops, and/or conferences in order to present materials and information concerning department programs, services, operations, and activities; represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopt an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Develop, implement, and ensure compliance of policies and procedures related to student registration, records, and graduation or program completion.
14. Work with staff to maintain and update student academic records, including transcripts, grades, and enrollment information.
15. Ensure the accuracy, integrity, and confidentiality of student data as related to the Family Educational Rights and Privacy Act (FERPA)
16. Ensure the management of student records, including collecting, maintaining, archiving, and releasing them.
17. Manage and audit enrollment verifications and degree verifications for the purpose of credential and degree completions.
18. Maintain the official college course taxonomy and produce the catalog annually.
19. Prepare and publish the academic calendar, including registration deadlines and school holidays.
20. Maintain up-to-date knowledge of Student Information Systems (SIS) requirements for the purpose of maximizing service.
21. Communicate with staff to obtain and verify Student Information System (SIS) and other data.
22. Compile institutional data and prepare custom data reports from the database.
23. All other duties as assigned.

**PHYSICAL REQUIREMENTS:**

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use the telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift, and/or carry up to 25 pounds to waist height.

**WORK ENVIRONMENT:**

Employees in this position will be required to work indoors in an educational and standard office environment. Employees may come in direct contact with students, **SJCOE** and school district staff, outside agency staff, and the public.

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