NORTH COAST SCHOOL OF EDUCATION REGISTRAR/ADVISOR

To provide leadership to plan, organize and manage all of the activities related to the Records and Registration process, including serving as the official authorized keeper of the North Coast School of Education's candidate records. North Coast School of Education Registrar/Advisor administers and monitors records and transcripts directly related to all educational programs within the North Coast School of Education (NCSOE) as is under the direction of the Executive Director.

Distinguishing Characteristics:
- Registrar/Advisor monitors candidate records, advisement and transcripts in accordance with California laws.
- Registrar/Advisor guides the documentation of official records for candidates interested in and enrolled in programs within the NCSOE.
- Distinguishing characteristics include attention to detail, exceptional communication skills, highly organized, facilitation skills, collaboration, and accountability to ensure that program requirements are met.

Supervision Received and Exercised:
- Supervision is provided by the Executive Director of the North Coast School of Education.

Examples of Duties and Responsibilities:
Duties and responsibilities may include, but are not limited to, the following:

- Plan, organize, direct and coordinate the development of organizational communications, informational methods, procedures, services and products aligned with the programs in the NCSOE;
- Facilitate the movement of candidates through the NCSOE programs, ensuring that records are properly kept, class scheduling is completed, and tuition and grant information is disseminated;
- Organize and administer the records, registration, advisement, information meetings and graduation functions, including transcript evaluations, admissions, and the certification process in order to provide maximum customer service to candidates while ensuring efficient and effective workflow;
- Direct and supervise the coordination and certification of all applications, while overseeing the completion process to include all elements and program requirements;
- Responsible for collecting, recording, maintaining and reporting of candidate records within state guidelines, including official transcripts, registration data, grades, verifications, fees, program eligibility and letters of completion;
- Provide leadership and develop appropriate recommendations for the implementation of related technology application in support of enhanced services offered through the registration and records process;
- Problem-solve the research, analysis and resolution of candidate disputes as they relate to records and registration;
- Interface and collaborate with candidates, university partners, administrators, directors, district personnel, faculty, coordinators and staff and other regional personnel to facilitate and provide quality services to candidates, including catalog and registration/records policy questions;
- Directs special projects assuring written and /or printed materials exemplify the quality and commitment of County Office operations;
- Communicate clearly in a timely manner and participate as a member of the team with cooperating professionals and candidates within Sonoma County Office of Education (SCOE) and the regional geographical area;
- Participate in problem-solving and remain flexible in seeking solutions;
- Demonstrate respect for the cultural implications and expectations of the school;
- Value divergent thinking, professional opinions, and time while providing for feedback and discussion;
- Respond to email, phone calls, questions and other inquiries in a timely and professional manner;
- Provide professional support and advisement for candidates based on level of need;
- Monitor timelines, procedures and reporting requirements of the North Coast School of Education, including grade reports and deadlines, attendance record reports, verifications, and withdrawal deadlines;
- Maintain professional competencies in areas of responsibility; maintain contact with and participate in professional job-related organizations;

- Follow the academic calendar and procedures as outlined in the North Coast School of Education guidelines; and
- Perform related duties as assigned.

Employment Standards:
Knowledge of:

- SCOE, NCSOE and Commission policies, procedures, guidelines, vision, mission;
- Official record requirements and retention guidelines and practices;
- Principles, practices, methods and strategies for maintenance of confidential files;
- Effective organization, advisement and communication strategies;
- Integrated technologies, including, but not limited to GoToMeeting, Canvas LMS, Google Docs, Dropbox, Power Point, Keynote, graphic design, database and learning applications;
- Principles and practices of organizational management, course design and development, and information processing;
- 21st century skills, including creativity, communication, collaboration, and critical thinking and the importance of integration with next generation candidates;
- Techniques for planning, editing and designing newsletters, brochures and other publications;
- Written and oral communications; and
- Federal and state laws, codes, regulations and requirements pertaining to areas of assigned responsibility.

Ability to:

- Plan, prepare, organize, prioritize own work to meet deadlines and accomplish assigned tasks within established timelines;
- Inform candidates of their progress by promptly providing feedback and regular written correspondence;
- Compile, administer, and complete documentation of candidates in formal cum and electronic format;
- Maintain discretion and confidentiality in all professional relationships;
- Follow the North Coast School of Education's procedures related to grade reports and deadlines, attendance records, support and supervision logs, and other policies in place for candidates;
- Express ideas and concepts clearly and concisely in both oral and written form; use language and medium appropriate to audience;
- Establish and maintain cooperative and professional working relationships with individuals, groups, public and private agency personnel;
- Analyze data and situation(s); render judgment, make decisions and solve problems efficiently and effectively;
- Understand and carry out complex oral and written instructions; use computers and their software programs;
- Organize, direct, coordinate and manage a variety of projects and programs;
- Maintain and improve professional skills and knowledge;
- Maintain an orderly work environment and perform tasks in prescribed and safe manner;
- Demonstrate a positive attitude, compassion and sense of humor; and
- Be a good listener - flexible and receptive to change.

Education and Experience:
Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Bachelor's degree or equivalent from an accredited college or university.

Experience:

- Three (3) or more years of professional experience in a related area, in a public or private agency;
- Additional equivalent, with an emphasis in public administration or closely related field.

Work Environment:
The following conditions may be present:

- Walking on uneven ground when outdoors;
- Exposure to student illness, injuries, infections and bodily fluids;
- May be exposed to chemicals contained in cleaning products; and
- May be required to maneuver into awkward positions.

Other Requirements:
- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment;
- TB testing will be required upon employment;
- Must have normal (20/20) vision, corrected or uncorrected;
- Must pass a pre-employment physical (if applicable);
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment; and
- May be required to drive to school sites; may require a current California drivers license and proof of insurance, and possible participation in the DMV Pull Notice Program once employed.