



# **NORTH PARK UNIVERSITY**

**CHICAGO**

## **University Registrar**

Founded in 1891, North Park University is a Christian university affiliated with the Evangelical Covenant Church of over 3,200 students from around the country and world. Located for over 125 years on the land of the Miami and Potawatomi tribes in what is today Chicago's northside, NPU has recently been designated a Hispanic Serving Institution and is committed to serving diverse populations. Elevating North Park University's core distinctives of Christian, city-centered, and intercultural, NPU values diversity among its staff and is committed to building a racially and culturally diverse intellectual community, and strongly encourages the nomination and candidacies of persons who are Black, Indigenous, and People of Color regardless of gender.

### **MISSION**

The mission of North Park University is to prepare students for lives of significance and service through education in the liberal arts, professional studies, and theology.

### **VISION**

Building on our core institutional identity—Christian, city-centered, intercultural—our vision is to create a university of uncommon character and enduring excellence, where faith, learning, and service meet.

North Park University is in the Albany Park neighborhood of Chicago, one of the most ethnically diverse zip codes in the United States. It is nine miles from downtown Chicago. The North Park campus has often been referred to as an oasis in the heart of the city – a place where students from urban, rural, and suburban backgrounds alike can call home. And all of this within the major metropolitan backdrop of Chicago: one of the world's largest and most diversified economies, renowned for its museums and music, and voted best large city in the U.S. for four years in a row by Condé Nast Traveler.

### **Position Summary:**

Reporting to the Provost, the University Registrar provides leadership, administrative oversight, and direction to Registrar Services that preserve the academic integrity of the institution. This position is responsible for the accuracy, reliability, timeliness, retrieval, reporting and security of information about the college's students through effective performance in: comprehensive student records management; interpretation, programming and implementation of academic policy; reporting of student information; budget management; and management of staff. This position is also responsible for providing leadership and utilization of technology. This position collaborates effectively with identified College departments/offices, particularly those that support enrollment, policy development, record maintenance, compliance, and communication with students (i.e. Enrollment Services, Information Technology, Institutional Planning, Academic Affairs, etc.).

### Responsibilities:

- Provide leadership and strategic direction to Registrar Services. Ensure policies and processes align with federal, state, and local regulations, professional standards, and recognized best practices. Develop and manage the operational budget, ensure strong communication within the department, and provide professional development that supports college goals, initiatives, and efficiency.
- Maintain knowledge and understanding of state and federal regulations to support the Office of Institutional Effectiveness in compliance and participate when appropriate in the completion of state and federal reports as scheduled. Intentionally participate in professional development activities to ensure current knowledge of policy interpretation and alignment with college procedures and administrative practices.
- Direct essential functions of Registrar operations, which includes (but is not limited to) maintaining all official academic records, evaluating student transcripts and processing transfer credits, posting course completion grades, verifying enrollment, processing grade changes, evaluating course substitutions, reviewing petitions for graduation, communicating with special populations such as students near completion, awarding credentials, and preparing diplomas.
- Ensure accurate and timely enrollment and graduation reporting to the National Student Clearinghouse. Resolve errors and collaborate with IT on programming edits that will improve the data reported. Maintain organizational security levels and access for the college. Assist Institutional Research (IR) with any questions or concerns regarding reporting. Create and maintain the annual reporting calendar, update dates with the Clearinghouse.
- Develop, evaluate, and administer transfer and prior learning credit equivalencies with established policies, procedures, in collaboration and coordination with Academic Affairs leadership. Communicate with college faculty, staff, and administrators regarding relevant college policies and processes.
- Oversee the preparation of the academic calendar for approval by the Senior Staff. Ensure the calendar complies with federal and state regulations and dates stated in employment contracts such as holidays. Coordinate College leadership staff to support finalizing the calendar and communicating it in identified college publications/resources (i.e. catalog, website, etc.).
- Oversee the scheduling of classes and classroom assignments. Collaborate with academic affairs on building an academic schedule that enhances the student experience and creates efficiencies. Aid in resolving conflicts including room locations, times, and instructional modalities.
- Identify, develop, implement, and manage technology systems and tools to support college processes (i.e. registration, degree audit, transcript request/distribution, etc.). Collaborate with stakeholders, including Information Technology, to identify needs. Identify and support training and development initiatives for college staff that build knowledge, innovation, and student service efficiencies.
- Evaluate and assess the functions and efficiencies of Registrar Services. Follow through on identified operational improvement plans. In addition, initiate professional development plans and activities that support staff effectiveness and support overall staff morale.

### Essential Qualifications:

- Masters required with a minimum of five years progressive experience in a registrar functional capacity within a higher education institution. A bachelor's degree with commensurate progressive experience is also acceptable.
- Five years of supervision of staff in student affairs/service required.
- A collaborative leader who can work with and bring together diverse groups to achieve continuous improvement through service excellence and problem-solving.
- Experience working with and managing sensitive records and responding to audits in support of college compliance required.
- Demonstrated leadership in developing and managing electronic student information system required. Intermediate computer competency including Microsoft office suite experience, spreadsheets and databases, and knowledge of operating systems and cybersecurity.
- Familiarity with Ellucian Colleague or similar Enterprise Resource Planning Software, in addition to Informer, and 25Live Room Scheduling software
- Intermediate analytics skills with experience in statistics preferred.
- Ability to interact professionally and respectfully with people of different levels of education, cultural backgrounds, and life experiences.

### Application Process

Interested applicants should review the North Park Staff Application and submit:

- 1) A detailed cover letter addressing the expectations of the position.
- 2) A written statement that describes your understanding, experience, and commitment to North Park's three core identities--Christian, city-centered, and intercultural—as well as your Christian faith journey and how it aligns with the mission and values of the University.
- 3) A current curriculum vitae (CV).
- 4) A list of three professional references with contact information and a brief description explaining the working relationship of each to the applicant.

*NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.*