

## **ASSOCIATE REGISTRAR, INTERNATIONAL TRANSFER CREDIT, REGISTRAR'S OFFICE**

**LEVEL: 30E**

**DEADLINE: JUNE 28, 2017**

### **CONTEXT OF THE JOB:**

The Office of the University Registrar, as part of the Enrollment Management Team, manages information systems, maintains students' academic records and provides educational support services for the University community. The Registrar's Office includes: Scheduling, Registration & Academic Records, Advising Support, Student Systems Administration, and the University Testing Center.

Under the general direction of the Senior Associate Registrar, the Associate Registrar evaluates and directs the process of transfer credit evaluation and approval, collaborates with academic units, and provides guidance and structure to the transfer credit evaluation process. Coordinates transfer credit evaluation to ensure the accuracy and efficiency of the work flow from analysis to posting.

### **MAJOR RESPONSIBILITIES:**

- Establish policy and maintain standards for undergraduate transfer/test credit approval and evaluation. Establish and maintain an effective structure for their implementation. Supervise processing of credit onto students' records.
- Oversee application of existing standards for approval and evaluation of credit. Identify the need for new policies and assist Senior Associate Registrar & Registrar in their development.
- Directly coordinate approval and evaluation of international credit, as well as processing of credit onto these students' records. Advise Admissions & Athletics Offices on questions of eligible international credit for individual applicant athletes.
- Collaborate with Admissions and the English Language Institute on projects/issues related to the admission of international transfer students to undergraduate degree programs. Serve as the Registrar's Office contact regarding international exchange agreements. Participate as Registrar Office contact in Global Retention & Recruitment meetings.
- Supervise staff in the processing of credit onto students' records, update of evaluations, and maintenance of the Transfer Matrix.
- Communicate regularly with assistant deans and academic departments to disseminate information and clarify policies. E-mail, phone or meet in-person to exchange information, help brainstorm on transfer-related issues, etc. Troubleshoot/negotiate optimal outcome of evaluation problems and errors in consultation with assistant deans and departments.
- Establish relationships with related campus units to increase mutual understanding and ensure consistent application of policies across campus.
- Conduct workshops on policies and practical procedures for departmental evaluators. Conduct presentations to students and parents at NSO/ISO; give presentations to other campus groups on requisite (e.g., Transfer Student Association).
- Meet individually with students on request to explain policies, verify accreditation of outside institutions for credit transfer, etc. Respond to student phone and e-mail inquiries.

- Oversee update/maintenance of Registrar Office transfer-related web pages that provide information for students and academic units, including the Transfer Credit Evaluation (TCE) and Transfer Institution/Program Approval (TIPA) forms.
- Create and update the Transfer Policies & Practices manual as reference for Registrar's Office. Build and maintain a library of transfer credit reference resources, including creation of country-specific evaluation references.
- Continue training on international credential evaluation as appropriate opportunities are available. Keep abreast of best practices and emerging trends by attending conferences, consulting other professional resources, and monitoring practices at peer institutions.
- Perform other duties as assigned.

### **QUALIFICATIONS:**

- Requires a Bachelor's degree, Master's preferred, and three years of progressively responsible job-related experience.
- Experience with PeopleSoft Student Administration, COGNOS and Microsoft Office tools highly desired.
- Familiarity with transfer credit, policy creation and interpretation, international transfer experience, and background in converting foreign credentials into U.S. credits would be required.
- Possess the highest degree of integrity and maturity due to the sensitive, confidential nature of students' records.
- Possess strong organizational skills, be able to work independently and collaboratively, effectively manage multiple projects and have the ability to analyze and solve problems in a rapidly changing environment.
- Excellent oral, written and customer service skills, and the ability to interact well with people of all ages and diverse backgrounds.
- Knowledge of University of Delaware policies and procedures and campus facilities preferred.
- Ability to manage financial and human resources effectively.

### **HOW TO APPLY**

***WHEN APPLYING, PLEASE SUBMIT A ONE-PAGE COVER LETTER AND YOUR RESUME AS ONE DOCUMENT. APPLICATIONS WITHOUT A COVER LETTER WILL NOT BE CONSIDERED. ALSO, PLEASE REMEMBER TO PROVIDE NAMES, ADDRESSES AND TELEPHONE NUMBER OF AT LEAST THREE REFERENCES IN THE ONLINE APPLICATION.***

### **EQUAL EMPLOYMENT OPPORTUNITY**

*THE UNIVERSITY OF DELAWARE IS AN EQUAL OPPORTUNITY EMPLOYER THAT ENCOURAGES APPLICATIONS FROM MINORITY GROUP MEMBERS, WOMEN, INDIVIDUALS WITH DISABILITIES AND VETERANS. THE UNIVERSITY'S NOTICE OF NON-DISCRIMINATION CAN BE FOUND AT [HTTP://WWW.UDEL.EDU/ABOUTUS/LEGALNOTICES.HTML](http://www.udel.edu/aboutus/legalnotices.html)*