Registrar
Northern Essex Community College

Job Title	Registrar
Department	Student Affairs
Institution	Northern Essex Community College
	Haverhill, Massachusetts
Date Posted	Aug. 21, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Admissions/Student Records/Registrar
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Job Description	

Registrar

POSITION: Full-Time Registrar (Registrar): Student Affairs; Haverhill Campus; 37.5 hours per week; Non-Unit Professional Position.

SUMMARY: Reporting to Vice President of Student Affairs the Registrar provides leadership and oversight of daily office operations of the office of the Registrar, ensuring efficiency, compliance, and outstanding customer service.

This role manages critical processes, including degree audits, course and classroom scheduling, registration, grading, graduation processing, transcript management, and residency determination. The

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Registrar plays a key role in student affairs, overseeing certification of enrollment, major declarations, and demographic updates while ensuring accuracy and efficiency in student recordkeeping.

As a member of the student affairs leadership team, the Registrar analyzes enrollment trends, supports institutional reporting, and provides insights for academic planning and student success initiatives. The role also represents the college on committees, collaborates with faculty and administrative departments, and contributes to broader student retention and progression strategies.

RESPONSIBILITIES:

- Provide strategic leadership, planning, and oversight for all functions of the Office of the Registrar.
- Supervise and evaluate staff, fostering a culture of service, efficiency, and continuous improvement.
- Ensure the accuracy, integrity, and security of student academic records in accordance with FERPA and university policy.
- Oversee course scheduling, registration processes, academic calendars, and classroom assignments.
- Manage degree audit systems, certify graduation eligibility, and oversee the conferral of degrees and issuance of diplomas.
- Collaborate with Institutional Research, Admissions, Academic Affairs, and Student Affairs to support enrollment management and student success initiatives.
- Participate in college governance and serve on relevant committees.
- Coordinate commencement activities in collaboration with other departments.
- Ensure compliance with reporting requirements for accreditation, federal/state agencies, and institutional needs.
- Is a productive member of the Student Affairs Leadership Team and works collaboratively with all SALT managers and staff
- Assists with achieving the strategic initiatives and goals for Student Affairs
- Evaluates the staff on their daily job duties, as well as the yearly goals and objectives
- Support the Catalog Manager to maintain the academic catalog
- Oversees collection and reporting of state required immunizations records
- Oversees the upgrade, testing and training for the Student Module in Banner
- Communicates with staff on policy, procedural changes and updates
- Oversees NECCUM processing of home and visiting students
- Oversees the staff who evaluate transfer credits, including assign assessment waivers, research course descriptions at the Haverhill Campus
- Maintains Banner Course Catalog: creating and maintaining courses in Banner
- Maintains DegreeWorks system. Including entering new degree requirements, eliminating old

requirements, testing, upgrades, yearly maintenance as well as staff training
- Co-leads the development of 25Live
- Serve as a member of the SmartCatalog team
- Reviews Graduates Compliance Reports to determine eligibility for graduation, coordinate communication plan to graduates, coordinate diploma printing, research problems, code Banner after determining student status for graduation, roll degrees
- Oversees electronic roster distribution, including NP/NS rosters
- Responsible for grade roll process
- Oversees Clearinghouse enrollment and degree verify schedule/reports/file transmission
- Meets with students in person & over the phone regarding registrations, degree audits, transfer credits, assessment, grades, enrollment, etc.
- Works collaboratively with various constituencies throughout the College on various matters; Serves on College committees

Job Requirements:
MINIMUM QUALIFICATIONS:

- Bachelor's degree and 5-6 years of increasing responsibility as a professional or administrator in a Registrar's office or closely related area.
- Management experience and/or systems implementation/analysis skills; Associate or Assistant Registrar experience in a previous college or university is preferred.
- In-depth knowledge of FERPA, federal and state regulations, and institutional policies governing student records, enrollment, and academic policies.
- Experience with SIS platforms (e.g., Banner) and the ability to optimize technology for efficient records management, reporting, and data security.
- Proven ability to lead teams, manage office operations, develop strategic initiatives, and drive process improvements to enhance student services.
- Ability to interpret and utilize enrollment, retention, and academic performance data to support decision-making, compliance, and institutional planning.
- Strong analytical and decision-making skills to address complex student records issues and work collaboratively with faculty, staff, and students.
- Excellent interpersonal, written, and verbal communication skills to engage with diverse stakeholders, including students, faculty, administration, and external agencies.
- Attention to detail & organizational skills, - ability to manage multiple priorities, ensure accuracy in student records, and maintain compliance with deadlines and institutional requirements.

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PREFERRED QUALIFICATIONS:

- Master's degree in a related field
- Experience working in a community college, particularly the Massachusetts system.
- Bilingual (Spanish/English)
- Experience working with and supporting a culturally diverse population

EQUIVALENCY STATEMENT: Applicants who do not meet the qualifications as noted above are encouraged to put in writing precisely how their background and experience has prepared them with the equivalent combination of education, training, and experience required for the responsibilities of this position.

BACKGROUND CHECK: Candidates will be required to pass a CORI and SORI check as a condition of employment.

Additional Information:
SALARY: Anticipated starting salary range is $95,000.00 - $100,000.00 annually with complete fringe benefit package including competitive health insurance, dental insurance, basic life insurance, long-term disability insurance, paid sick, vacation and personal leave, educational benefits for employee/spouse/dependents, and excellent retirement benefits.

ANTICIPATED START DATE: ASAP

To apply, click HERE

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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