

SECTION 1. POSITION INFORMATION

a. Class No./Title: 0816 - Program Representative 1	b. Competency Level:
c. Effective Date 1/1/2013	d. Position No: H99849
e. Working Title:	f. Work Unit: Registrar's Office
g. Agency No.: 58018	h. Agency Name: Oregon Institute of Technology
i. Employee:	Supervisor: Sonja Holcomb
j. Work Location: Klamath Falls - Snell Hall	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Exempt	Eligible for Overtime: No

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

This position exists within the Registrar's Office of Oregon Institute of Technology. This office manages student registration, student record-keeping, commencement, degree audits, transfer credit evaluation, athletic eligibility, residency, academic scheduling, college catalog, and institutional research functions. The office includes the Registrar, Assistant Registrar, one program representative, two Administrative Program Specialists, three Office Specialist positions, temporary clerical workers and student workers. The office serves a student body of approximately 4,000 students and 247 faculty members and operates with a \$626,000 budget.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

The incumbent provides direct service to students regarding registration, student records, and academic policies and procedures. The purpose of this position is to provide customer service, administrative, and technical support to the work unit by coordinating and processing term, ad hoc, and academic scheduling for the campus. This involves a detailed knowledge of Astra Scheduler and scheduling modules within Banner SIS as well as knowing the OIT campus scheduling needs. The incumbent is responsible for management of academic campus resources. This position also provides technical and administrative support to the work unit by aiding with technical implementations as required, creating reports from software applications such as Astra Scheduler and Platinum Analytics, granting and removing Web for Faculty access, registering off-site students and acting as a liaison with all off-site programs, summer term coordination, grading, and the annual catalog. This position is required to work independently with minimal guidance and has the authority to make decisions pertaining to room scheduling requests, faculty trainings, and course offerings.

SECTION 3. DUTIES

a. Major Duties

Academic Scheduling (55%)

Manage the academic scheduling process: Manage class scheduling processes with minimal guidance, coordinating with Registrar's staff, campus offices and instructional departments. Set up and roll academic terms in Banner SIS. Reviews requests for institutional/academic resources, approves or denies requests, and explains decisions. Work closely and independently with faculty scheduling coordinators in instructional departments ensuring the integrity of the class schedule is maintained. Change and/or implement scheduling procedures and rules. Interpret and explain rules, policies, and procedures. Using independent judgment, apply interpretations to specific, often non-routine situations which may require negotiation and/or denying requests.

Serve as office lead for research, implementation and management of scheduling software for the Registrar's Office. Provide ad hoc research, reports, and analysis to university community in regard to effective and efficient use of campus resources and implementing changes as necessary.

Manage reservations of ad hoc meetings and act as term scheduler in office. This involves a detailed knowledge of Astra Scheduler and scheduling modules within Banner SIS as well as knowing the OIT campus scheduling needs. Duties include training new faculty on institutional software and scheduling policies and ensuring faculty adhere to these policies.

Develop and maintain policy and procedure guide related to academic scheduling. Monitor and assure annual deadlines are met for program deadlines.

General Catalog (15%)

Attends Curriculum Planning Commission (CPC) for the Registrar's Office in order to give input, advise on curricular changes for the institution, guide faculty on policies and procedures that must be followed in order to ensure degree integrity and accreditation standards. Track curricular changes and maintain CPC files. Interpret and explain catalog regulations, policies, and procedures.

Review and edit the catalog annually under the supervision of the University Registrar based on academic department's recommendations for program narratives, CPC and Graduate Council changes; this includes new programs and courses, as well as course updates and curriculum changes. Updates OrACRAO website annually with Oregon Tech catalog changes.

Update Banner catalog based on annual CPC and Graduate Council changes ensuring complete and accurate information which includes new courses, course changes, in-house equivalents and attributes. Coordinate with the University Registrar for approval of all new course numbers.

Business Intelligence (15%)

Serve as a lead team member for technical implementation, training, documentation, upgrades and management of a course demand analysis tool for the Registrar's Office. This tool combined with DegreeWorks and Astra Scheduler will provide information to our academic departments, advisers, and students, which will result in better course schedules and planning for our students. The position will evaluate course offerings in relation to changing student demand to isolate section addition and reduction candidates and provide data to help refine offering times to maximize course access for students. In addition, this position will provide data needed to make evidence based decisions and statistical analysis of institutional resources. Incumbent serves as a team member implementing/utilizing WorkFlow and Cognos to improve Registrar's Office efficiency and functionality while improving the utilization and cost effectiveness of campus resources.

Disseminate quarterly schedule to institutional departments, ensure changes/modifications are timely, complete, and

follow procedure.

Act as chair/convener of institutional scheduling Coordinator group, explaining new policies and procedures, and take suggestions for improvement to process or training.

Liaison to Off-Site OIT Students (4%)

Responsible each term to coordinate with faculty and staff of off-site programs and OIT course offerings with off-site OIT students. This includes setting up classes for Boeing, Nursing, MIT Extern, Chemeketa, etc. and registering the students. Responsible for training and orienting new student cohorts on Web for Student and Registrar's Office practices.

Customer Service (4%)

Provide direct services to students regarding registration, student records, and academic policies and procedures. Register students, process class drops and adds, issue transcripts, and answer phone inquiries.

Summer Term Coordination (4%)

Work directly with Deans and Provost's Office to coordinate summer term offerings and enrollment. Finalize summer term schedule and work with graphic designer to create a printed Summer Schedule of Classes. Coordinate advertising and marketing of Summer Term. Work with Student Activities Coordinator and ASOIT to ensure activities and events are offered and correctly displayed on Registrar's website.

Web For Faculty Access for Faculty and Staff (3%)

Provide ad hoc Web for Faculty training to all adjunct faculty as needed. Grant and remove appropriate Web for Faculty access each term.

Provide direct administrative support to the Registrar, assisting with special projects on an as needed basis.

b. Marginal Duties

Present information at the Information Session for all Fall new student registration events.

SECTION 4. WORKING CONDITIONS

Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

This position influences the perception of OIT and the Registrar's Office by frequent interactions with prospective and current students, parents, and personnel at other colleges. Periodic involvement with processing large groups of students in the registration process. Must adapt quickly to constantly changing and complex policies and procedures. Make recommendations regarding needs and/or changes to policies and procedures and implement those changes. Employee must have a high level of initiative, personal motivation and the ability to work under pressure. Strong organizational skills are required. The ability to work independently and also as a part of a team is essential. Strong interpersonal and communication skills and the ability to work with diverse populations including prospective and current students, faculty and staff is essential. Excellent writing, speaking and presentation skills necessary. Must work well under pressure of continual deadlines with duties being performed on a revolving priority basis. Must work with interruptions from telephone and in-person interviews with students, faculty, and other staff. Must deal frequently with persons who are irate, frustrated and/or confused. Includes extensive contact with prospective students, current students, former students, faculty and administrative offices on and off the Klamath campus. Includes extensive use of computers, including specialized knowledge of a complex student information system, related software, and relational databases. Flexible work schedule may be required.

SECTION 5. GUIDELINES

a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

OIT Catalog
 Unwritten Registrar Procedures and Precedents.
 Institutional Policies
 FERPA
 Banner/Technical Documentation

b. How are these guidelines used to perform the job?

Oregon Tech Catalog is used to determine institutional policies, although experience and judgement are required to interpret the policies in many situations.

Unwritten Registrar's policies and precedents are used to conduct business and protect the integrity of the office, degree, and student records.

Institutional policies and procedures define how we implement change.

FERPA is used to determine what student information can be released to other persons/agencies.

Banner and other technical documentation is used to implement new technological advances in the office.

SECTION 6. WORK CONTACTS

With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often
OIT Staff	Phone, email, in person	Participate in campus committees and in the general discussion of campus matters, assisting in admissions and registration issues, explaining policies and procedures.	Daily/Weekly
OIT Faculty	Phone, email, in person	Participate in campus committees, facilitating communication between OIT faculty and high school teachers, assisting with recording student grades, arranging presentations for students, reserving classroom space based on academic needs, analyzing and improving the use of campus resources.	Daily/Weekly
Students & Parents or Guardians	Phone, email, in person	Giving information, assisting with issues of registration, payment and grading; promoting events and programs.	Daily/Weekly
General public	Phone, email, in person	Promoting and informing about the program, representing OIT, assisting in admissions and registrar functions.	Daily/Weekly

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

Makes decisions regarding what needs to be done by recognizing the existence of or lack of particular functions in technology and the difference in a few recognizable situations. Determines best use of campus resources and ensures that faculty are upholding institutional guidelines and procedures that are job related. Employee will independently resolve problems, assess needs, determine and implement appropriate course of action. Employee must be able to interpret and apply all policies and procedures to individual situations.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

Work receives direct supervision and annual evaluation by the Assistant Registrar. This evaluation is to ensure the work is being done properly and advise any necessary changes.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position:

The incumbent must possess the skills and abilities required to serve students, faculty, and staff, organize and prioritize work, respond to conflicting business needs, work collaboratively with a group of people to produce a product or service, make decisions and take responsibility for work, effectively exchange information in order to interpret the needs of our users, evaluate alternatives to achieve quality and technical solutions that support the long and short-term goals of the users and departments and the mission of Oregon Tech.