



"Biblical fluency for a flourishing world..."

Director of Student Services & Registrar

0.75 FTE (approximately 30 hours per week)

GENERAL DESCRIPTION

This position is responsible for the student experience from first inquiry through graduation and into alumni life. It unites two closely related functions: the official academic records and registration work of the seminary, and the guidance, orientation, and retention work that sustains a healthy learning community. The position also carries operational responsibility for the admissions process and supervises the Admissions Recruiter. This individual may also be a member of the institutional Executive Committee, as applicable.

This is a remote position that requires occasional travel. Because the registrar functions carry firm deadlines and accreditation obligations, records, registration, and degree conferral take priority when competing demands arise.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of higher education student administration, including records, registration, and degree audit practices
- Highly personable with excellent people skills, and the ability to engage diverse audiences with warmth and clarity
- Excellent technical, analytical, and problem-solving skills
- Organizational skills (database, financial records, file management, etc.) with strong attention to detail
- Communication skills (interpersonal, written word, email)
- Capacity to manage multiple tasks and competing priorities effectively, and to hold firm deadlines
- Working knowledge of Google Workspace (Docs, Sheets, Drive, Classroom, Sites, etc.), Zoom, and student information or CRM software (Populi)
- Self-motivated and results-oriented, with a commitment to excellence and continuous improvement
- Ability to work remotely and willingness to travel occasionally for recruitment events and meetings (travel comprises less than 10% of work responsibilities)
- Alignment with the mission and values of Pillar Seminary

DUTIES

Student Records and Registration

- Organize and administer student records, including record creation, course scheduling, grade processing, transcript issuance, and student enrollment verification
- Manage term registration and ensure records are updated with new grades, attendance, finances, and status changes
- Evaluate transfer credit and administer transfer processes
- Conduct degree audits, verify degree completion, and administer the graduation process
- Develop the academic calendar and assist with the development and publication of the seminary catalog
- Serve as the custodian of student record integrity, privacy, and accreditation-related documentation
- Train staff in the use of records administration software (Pillar currently uses Populi)

Admissions and Enrollment Operations

- Manage the administrative details of the admissions process, ensuring a seamless and positive experience for applicants
- Respond promptly to prospective student inquiries and guide applicants through program offerings, application requirements, financial aid options, and deadlines
- Supervise the Admissions Recruiter, providing direction, support, and accountability toward enrollment goals set by leadership
- Evaluate and recommend improvements to admissions policies and procedures to improve efficiency and effectiveness
- Maintain existing partnerships with churches, community organizations, and educational institutions

Student Success and Retention

- Provide appropriate orientation and onboarding for incoming students
- Provide degree counsel and academic advising to current students
- Monitor student progress and engagement, initiating proactive outreach to students who are struggling or disengaged
- Maintain the student mentorship program
- Ensure the well-being of students in all areas by providing guidance and counsel as the situation requires, and refer to appropriate resources when needs exceed the scope of the role

Student Life and Alumni Connection

- Ensure the quality and vitality of student life within a defined scope appropriate to a part-time role

- Coordinate the transition of graduating students into alumni life in conjunction with the Director of Development

Data, Reporting, and Assessment

- Maintain accurate records of applicant interactions and enrollment data in the seminary's information system
- Prepare regular reports on enrollment trends, retention, and key performance indicators for senior leadership, who set enrollment strategy and goals
- Assess and ensure effectiveness with evaluative tools and ongoing learning
- Other duties as assigned

REQUIREMENTS FOR INDIVIDUALS

- Be in wholehearted agreement with Pillar's Statement of Faith (the Apostles' Creed)
- Be in wholehearted agreement with Pillar's mission and values
- Must work well with others on a team
- Must be able to engage others in a courteous and professional manner

EDUCATIONAL REQUIREMENTS OR PREFERENCES

- Must have a Bachelor's degree (Master's degree preferred)
- Seminary training preferred

OTHER REQUIREMENTS

- Active, growing relationship with Jesus Christ
- Active participation in a local church
- A strong commitment to the mission, growth, and outreach of the Gospel in accordance with the Great Commission, especially as it pertains to the outworking of the institution's mission
- Prior experience as a registrar or in a registrar's office, or in a student affairs office; experience in both is strongly preferred
- Must be highly organized and detail oriented
- Must be able to provide your own computer and workspace sufficient to see the demands of the job can be met. An institutional email, Google Workspace account, and Zoom account will be provided.
- Must be able to provide your own phone for work use purposes

ORGANIZATIONAL RELATIONSHIPS

- Reports to: VP of Operations and General Counsel
- Supervises: Admissions Recruiter (0.25 FTE)
- Works with: President, Director of Development, Academic Dean, Finance Administrator, and other executive officers

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lifting up to 20 pounds is an occasional but essential requirement. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the individual is regularly required to sit, talk, or hear. The individual frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The individual may be asked to bend and kneel. Vision (with or without accommodations) is required to correctly identify color, clarity, contrast, and depth perception.

*This job description is not intended to be all-inclusive. Individual may perform other related duties to meet the ongoing needs of the organization.
Pillar Seminary is a religious organization and reserves the right to discriminate based on the basis of religion.*