

Associate Director, Records and Registration
Community College of Philadelphia

Direct Link: <https://www.AcademicKeys.com/r?job=260064>

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Posted Jul. 23, 2025, set to expire Nov. 20, 2025

Job Title	Associate Director, Records and Registration
Department	All Jobs
Institution	Community College of Philadelphia Philadelphia, Pennsylvania
Date Posted	Jul. 23, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director Professional Staff
Academic Field(s)	Administration - Other
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Posting Details

Position Information

Position Title: Associate Director, Records and Registration

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Requisition Number: SCA00848

General Description

The Associate Director, Records and Registration has responsibility for managing the staff and daily operations of the Records and Registration department. This position ensures compliance with established institutional and departmental policies, procedures and standards related to data integrity. The Associate Director works collaboratively with managers in other enrollment related service areas to research and resolve complex issues related to enrollment, course registration, payment and financial services.

#ID23

College Intro

Success starts at Community College of Philadelphia. Innovators and difference makers work at Community College of Philadelphia. Diversity thrives at Community College of Philadelphia. We are a college that is committed to promoting a work environment that attracts and retains talented and diverse faculty and staff. We challenge each other and ourselves to achieve at the highest level while contributing to the mission of the College and the betterment of Philadelphia. We value and support an intellectually dynamic community to prepare our students for global citizenship. Join us and become a part of a community that has long been and will continue to be generators of generational change in this city and beyond.

Community College of Philadelphia is an open-admission, associate-degree-granting institution which provides access to higher education for all who may benefit. Its programs of study in the liberal arts and sciences, career technologies, and basic academic skills provide a coherent foundation for college transfer, employment and lifelong learning. The College serves Philadelphia by preparing its students to be informed and concerned citizens, active participants in the cultural life of the city, and enabled to meet the changing needs of business, industry and the professions. To help address broad economic, cultural and political concerns in the city and beyond, the College draws together students from a wide range of ages and backgrounds and seeks to provide the programs and support they need to achieve their goals.

Specific Responsibilities

- Provide leadership and management for the Transfer Credit and Placement Office and the

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Graduation Unit.

- Maintain compliance with established institutional and departmental policies, procedures and standards related to data integrity through the use of various reports.
- Responsible for all aspects of staff management, including preparing and conducting annual staff performance appraisals.
- Train staff in customer service skills and monitor operations for the maintenance of high-quality customer services standards.
- Oversee process for Course Substitutions and Prior Learning.
- Coordinate, plan and advise on matters pertaining to customer flow, queuing, and staffing.
- Troubleshoot and resolve issues related to transcript course evaluations, guest student enrollment, transfer credit processing, registration challenges, and course substitution requests.
- Oversee the process for registration reinstatement requests.
- Manage the processing of registration forms received from off-campus sites.
- Periodic travel to regional center sites to coordinate activities with Regional Center Administrators and staff.
- Maintain course database equivalency tables of the transfer work evaluation component of the Student Information System (Banner) so that the system is an accurate and precise tool for recording transfer equivalencies.
- Maintain and update the Banner One-stop Services Procedures Manual.
- Responsible for testing and implementation of all Banner forms associated with registration functionality.
- Maintain established guidelines to monitor curriculum placement and changes.
- Serve as a primary point of contact for the department in the absence of the Director.
- Collaborate with staff in the enrollment related services areas to research and resolve complex issues.
- Ensure information regarding the enrollment process is made available to the public, students, and other College offices.
- Adhere to FERPA regulations as they pertain to maintaining the security and confidentiality of all student records, as well as maintaining the confidentiality of other documents on behalf of the work area and the College.
- Perform assigned duties in a manner consistent with the mission, goals, and core values of the College.
- Deliver quality customer services to both internal and external constituents in a professional, helpful and courteous manner.
- Other duties as assigned.

Minimum Qualifications

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- Bachelor's degree required. Any and all degree(s) must be from a regionally accredited institution of higher learning.
- Minimum of three (3) years of supervisory experience in an enrollment services area (such as admissions, registration, records maintenance, financial aid, or student accounting) with a primary focus on high quality service delivery required.
- Computer proficiency in MS Word, Excel and the Internet required.
- Experience using an enterprise-wide student information system required.
- Excellent communication (oral and written) and interpersonal skills in all media (phone, face-to-face, and email) to effectively communicate with students, the general public, and College staff and faculty required.
- Ability to use independent judgment in making administrative/procedural decisions with minimal supervision required.
- Ability to interpret and analyze a variety of information and instructions furnished in written, oral, diagram, or schedule form required.
- Demonstrated effective customer service skills to include experience in staff development and performance improvement strategies in the delivery of exceptional customer service to constituents required.
- Ability to work extended hours, including evenings and weekends.
- Access to reliable transportation required.
- Ability to maintain sensitivity, understanding and respect for a diverse academic environment, inclusive of students, faculty, and staff of varying social, economic, cultural, ideological, and ethnic backgrounds required.

Preferred Qualifications

- Experience using Banner preferred.
- Experience in, and appreciation for, a collective bargaining environment preferred.

Work Location: Main Campus

Benefits Summary

Benefits:

"Success Starts Here" at Community College of Philadelphia. We recognize that our success as a college and the success of our students starts with our employees. Our employees are vital to our success. Our total compensation package includes a comprehensive offer of benefits that are unrivaled by most.

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Full-time faculty and staff benefits include:

- College-paid medical, dental, drug, life and disability insurance
- Tuition remission (for classes at the college)
- Forgivable tuition loan (for classes at any accredited academic institution)
- 403(b) retirement plan with 10% College contribution with employee contribution 5%
- Flexible spending accounts
- Paid vacation, holiday and personal time
- Partial remote work schedule for remote work eligible positions

Additional College benefits:

- Winter break: 1 week around the third week in December and New Years
- Spring Break: 1 week in March
- Summer Hours: 4-day work week (closed on Fridays) from the 2nd week in May through the 3rd week in August

For More information about the College benefits and eligibility based on employee class, please visit:

<https://www.myccp.online/human-resources/benefits-eligibility>

Salary Grade or Rank: 5

Min Salary/Hourly Rate: \$72,073

Max Salary/Hourly Rate: \$118,920

Job Posting Open Date: 07/17/2025

Type of Position: Administrator

Employment Status: Full-Time

Special Instructions to Applicants

Interested candidates should complete an online application.

- Cover Letter of interest and resume required.
- Name and contact information of 3 references required.
- Employment offers are contingent upon successful completion of background checks in accordance with PA Child Protective Services Law.
- Must be legally eligible to work in the U.S.

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Community College of Philadelphia is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, color, national or ethnic origin, age, disability, status as a Vietnam Era Veteran or disabled veteran or any other status protected by law, in matters pertaining to employment.

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * How did you hear about Community College of Philadelphia?
 - CareerBuilder.com
 - HigherEdJobs.com
 - LinkedIn
 - The Chronicle
 - Veterans Job Fair
 - Professional & Technology Diversity Career Fair
 - AL DIA - Diversity Career Fair
 - Community College of Philadelphia Website
 - Indeed.com
 - Other
2. * If your answer to the above question is Other, please note the source below. If this question does not apply to you, enter N/A.

(Open Ended Question)

3. * What is the highest level of education you have completed?
 - No Response
 - High School/GED
 - Associates Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctorate
 - Other

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4. * Do you have a minimum of three (3) years of supervisory experience in an enrollment services area (such as admissions, registration, records maintenance, financial aid, or student accounting) with a primary focus on high quality service delivery?
 - Yes
 - No
5. * Do you have prior experience using an enterprise-wide system such as Banner by Ellucian?
 - Yes
 - No
6. * Salary bands at the College cover a wide range to accommodate varying levels of experience. Generally, salaries fall within the low to mid-range of the posted amounts, with some roles allowing for more negotiation. Please confirm that you have reviewed the salary range and are comfortable with it by responding "yes." Our benefits significantly enhance the total compensation package for full-time staff and include college-paid medical, dental, drug, life, and disability insurance; tuition remission for courses at the college; forgivable tuition loans for accredited institutions; a 403(b) retirement plan with a 10% College contribution and a 5% employee contribution; flexible spending accounts.
 - Yes, the salary range is within my expected salary expectations.
 - No, the salary range is not within my expected salary expectations. (Please note: responding with this answer will disqualify you from the applicant pool, as the range will not exceed the posted ranges.)

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter/Letter of Application

Optional Documents

1. References

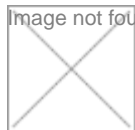
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Contact Information

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

Contact Abby Ametrano Aametrano@ccp.edu
All Jobs
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