



JOB DESCRIPTION

Title: Registrar
Reports To: Director of Enrollment
Status: Full-Time

OVERVIEW

The Registrar and FACTS Specialist serves as Faith Academy's primary administrator for student academic records and the FACTS Student Information System. This position is responsible for maintaining the accuracy, integrity, confidentiality, and accessibility of student information and for ensuring that registration, scheduling, grading, transcripts, and other student record processes are completed accurately and efficiently.

Working in collaboration with the Director of Enrollment, Director of Academics, Director of Operations, principals, and other school leaders, the Registrar and FACTS Specialist ensures consistent student information across departments and provides training and support to employees and families in the effective use of FACTS.

LEADERSHIP RESPONSIBILITIES

- Provide Christ-centered, biblically directed support to students, parents, faculty, staff, and school leadership
- Support, model, and promote Faith Academy's Mission Statement, Vision, and Seven Pillars
- Abide by and support all school policies and procedures as established in Faith Academy handbooks and administrative policies
- Serve as a primary steward of student information and FACTS data, maintaining high standards for accuracy, confidentiality, security, and consistency
- Establish and maintain effective processes for student registration, records management, scheduling, grading, transcripts, and FACTS administration
- Proactively identify data inconsistencies, system needs, or process inefficiencies and work with appropriate administrators to resolve them
- Maintain a professional, approachable, and service-oriented presence with students, families, faculty, staff, and administrators
- Provide training, resources, and support that enable employees to use FACTS accurately and effectively

- Maintain appropriate confidentiality and professional boundaries when handling student, family, employee, financial, and academic information
- Demonstrate servant leadership by willingly supporting school needs both within and outside assigned departmental responsibilities

ROLES AND RESPONSIBILITIES

Registrar & Student Records

- Process registration documentation for returning and newly admitted students and verify that required information is complete and accurately recorded
- Collaborate with the Director of Enrollment to maintain accurate enrollment counts and student status information
- Process student withdrawals in FACTS and school records, coordinating with Enrollment, Academics, Operations, and other departments as appropriate
- Maintain accurate documentation of student entry dates, withdrawal dates, grade levels, enrollment status, and other required student information
- Assist with accreditation, enrollment, academic, and records audits by gathering and verifying requested documentation
- Conduct periodic reviews of student records to identify missing, incomplete, or inconsistent information and coordinate corrections with appropriate personnel

Registration & Enrollment Support

- Partner with the Director of Enrollment in preparing the school for annual registration and enrollment processes
- Prepare and maintain registration materials and forms related to student records and academic registration
- Coordinate with appropriate administrators regarding approved updates to course offerings, tuition information, financial policies, uniform guidelines, and other information included in registration materials
- Process returning-student registration information after established enrollment requirements have been completed
- Process newly admitted students from registration forward into FACTS after receiving authorization and required enrollment information from the Director of Enrollment
- Verify that required student information and documentation are complete before finalizing registration records
- Maintain accurate enrollment and registration data for administrative reporting and planning
- Provide registration-related FACTS support to parents and employees
- Input/load charges for tuition as the final step in processing a student's enrollment packet

Course Catalog, Scheduling & Student Placement

- Maintain the annual course catalog in FACTS, including approved courses, course descriptions, credits, grade levels, prerequisites, and other required information
- Enter and maintain the annual master schedule in FACTS based upon schedules approved by the Director of Academics
- Create and maintain course sections, class assignments, combined or split classes, and canceled courses
- Enroll students in approved courses and process authorized schedule changes, adds, and drops
- Ensure schedule changes are accurately reflected throughout FACTS and communicated to affected teachers and appropriate departments
- Review student schedules for completeness and identify potential discrepancies for administrative review
- Maintain accurate historical course and scheduling information necessary for transcripts and permanent student records
- Coordinate with the Director of Academics regarding questions involving course placement, graduation requirements, credits, or academic exceptions

Grade Reporting, Report Cards & Transcripts

- Configure and maintain grading periods, report card processes, and related FACTS settings.
- Generate and distribute report cards according to established school procedures.
- Maintain accurate transcript records, including courses, grades, credits, and other approved academic information.

FACTS System Administration

- Serve as one of Faith Academy's FACTS Administrators and a primary point of contact for FACTS-related questions, issues, and support
- Maintain accurate relationships among students, families, employees, courses, classes, and other FACTS records
- Create and maintain authorized employee user accounts
- Assign FACTS permissions according to employee responsibilities and approved levels of access
- Regularly review user access and security permissions to ensure employees have access only to information necessary for their responsibilities
- Promptly modify or disable access when an employee changes responsibilities or separates from Faith Academy after receiving appropriate notification
- Coordinate with the Director of Operations or appropriate administrator regarding employee changes affecting FACTS access
- Assist Director of Enrollment with account setup, navigation, troubleshooting, and appropriate use of FACTS with families and employees
- Coordinate with FACTS Support to investigate and resolve system issues.

- Document significant system problems and solutions to support future troubleshooting and institutional knowledge.
- Monitor FACTS system updates, new features, and recommended practices and communicate relevant changes to appropriate administrators and users.
- Participate in approved FACTS training, webinars, and professional development opportunities, including the FACTS Elevate Conference when approved.

Beginning-of-Year, End-of-Year & Database Rollover

- Develop and maintain an annual FACTS operations calendar identifying major system deadlines and recurring processes.
- Complete required beginning-of-year setup and verification procedures.
- Complete end-of-year academic and database procedures according to established timelines.
- Verify student, family, employee, course, schedule, and academic information following database rollover.
- Archive or close records as required before beginning a new academic year.
- Coordinate with Enrollment, Academics, Operations, and Accounting to verify information affected by annual rollover.
- Identify and resolve discrepancies before FACTS is opened for the new academic year.

FACTS Training & User Support

- Provide timely and professional FACTS support to faculty, staff, administrators, students, and families.
- Develop user instructions, quick-reference guides, and other resources for commonly used FACTS functions.
- Assist in providing FACTS training to new employees as appropriate to their assigned responsibilities.
- Provide refresher training to faculty and staff when procedures or system functionality change.
- Help employees troubleshoot routine FACTS issues and escalate technical or administrative issues when necessary.
- Promote consistent FACTS practices across departments to reduce errors and improve data quality.

Procedures, Documentation & Cross-Training

- Develop and maintain written Standard Operating Procedures for recurring Registrar and FACTS functions.
- Maintain documentation for registration, scheduling, database rollover, user access, records requests, and other critical processes.
- Ensure procedures are sufficiently documented so essential functions can continue during an unexpected absence or personnel transition.
- Cross-train designated personnel in critical Registrar and FACTS functions as directed by school leadership.

- Review procedures annually and update them when school policies, FACTS functionality, or administrative processes change.

SKILLS AND COMPETENCIES

- Demonstrate exceptional attention to detail and commitment to data accuracy.
- Possess excellent organizational, analytical, and problem-solving skills.
- Manage multiple projects, deadlines, recurring processes, and competing priorities accurately and efficiently.
- Demonstrate excellent written and verbal communication skills.
- Communicate professionally, graciously, and clearly with students, parents, faculty, staff, administrators, and outside support personnel.
- Demonstrate strong computer, database, and technology skills.
- Possess the ability to learn complex systems and translate technical processes into understandable instructions for users.
- Demonstrate strong research and troubleshooting skills.
- Develop and maintain clear written procedures and documentation.
- Handle confidential and sensitive information with the highest degree of integrity and discretion.
- Exercise sound judgment and recognize when a matter requires administrative approval or escalation.
- Work independently while collaborating effectively with multiple departments.
- Demonstrate initiative in identifying errors, inefficiencies, and opportunities for process improvement.
- Maintain professionalism and a positive service attitude.

SPIRITUAL & PROFESSIONAL EXPECTATIONS

- Possess and consistently demonstrate strong Christian character that is above reproach.
- Affirm and support Faith Academy's Statement of Faith and belief that the Bible is the infallible Word of God.
- Recognize parents as primarily responsible before God for the education and discipleship of their children and support them in fulfilling that responsibility.
- Support and model Faith Academy's Mission Statement, Vision, and Seven Pillars.
- Establish professional and respectful relationships with students, parents, faculty, staff, and school leadership.
- Display the highest ethical and professional standards when working with students, families, employees, and confidential school information.
- Serve as a Christian role model by demonstrating humility, integrity, responsibility, grace, accountability, and a willingness to serve.
- Handle conflict according to biblical principles, including Matthew 5 and Matthew 18 and Faith Academy's Conflict Resolution Policy.
- Support and model Faith Academy's expectations regarding the appropriate Use of the Tongue.

- Refrain from gossip, divisive communication, or conversations that undermine students, parents, employees, administrators, or the school.
- Maintain appropriate confidentiality while recognizing circumstances that must be reported to school leadership or appropriate authorities.
- Immediately notify the Head of School and other appropriate personnel or authorities when circumstances involve suspected child abuse or neglect, threats of self-harm, substance abuse, serious safety concerns, or other situations requiring mandatory reporting or immediate intervention.
- Support the Student Code of Conduct and reinforce behavioral expectations while referring disciplinary matters to the appropriate administrator in accordance with established school procedures.
- Demonstrate loyalty to and unity with the mission, leadership, policies, and biblical philosophy of Faith Academy.

EDUCATION & EXPERIENCE REQUIREMENTS

- High school diploma or equivalent required; bachelor's degree preferred.
- A minimum of two years of administrative, records management, database, or office experience preferred.
- Previous experience in a school, educational organization, church, ministry, or similar environment preferred.
- Experience with FACTS Student Information System or another student information system strongly preferred.
- Experience with student records, academic scheduling, transcripts, registration, database administration, or records management preferred.
- Proficiency with Microsoft Office and Google Workspace required.
- Demonstrated ability to learn and manage complex database systems required.

OTHER DUTIES

The Registrar and FACTS Specialist may be assigned additional responsibilities by the appropriate supervisor or Head of School consistent with the needs of Faith Academy and the individual's skills and abilities.

The purpose of this job description is to describe the basic function, major responsibilities/tasks, and essential functions of the position so employees can clearly understand what is expected of them. The description also provides information useful for recruiting, training, supervision, and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of employees. This job description is not intended to inhibit employee creativity, initiative, or innovation and may be revised as necessary.

Faith Academy of Marble Falls will employ individuals of any race, color, and national or ethnic origin and does not discriminate on the basis of race in the administration of its personnel policies or procedures.

