



NEW ENGLAND INNOVATION ACADEMY

Job Description

Job Title: Registrar and Scheduler
Department: Teaching and Learning
Reports To: Head of Teaching and Learning
FLSA Status: Exempt
Date Prepared: December 2025

Position Summary

New England Innovation Academy seeks a Registrar and Scheduler with a high level of technical aptitude to manage complex data. The Registrar and Scheduler is responsible for managing technology needs that support student records, databases, and staff efficiency. This role prepares and implements all aspects for building the class schedule, minimizing conflicts, and meeting the programmatic needs of students and staff. The Registrar and Scheduler will work closely with the Head of Teaching and Learning, the Director of Curriculum and Professional Learning, and other school leaders as needed to develop a comprehensive and balanced schedule that accommodates various program requirements, course offerings, and availability of teaching staff. This position manages scheduling, attendance, and the student information system. Reporting to the Head of Teaching and Learning this role is pivotal to the effective daily operations of the school and will assist with staff training of the student information system. The Registrar and Scheduler collaborates with the International Student Coordinator to secure SEVIS records. This role works closely with the Enrollment and Teaching and Learning teams to transition matriculating students and with College Counseling to support student records for post-NEIA success. Through collaboration with school leadership, the Registrar and Scheduler will maintain all school calendars: Key Dates, MyNEIA, Events, Website, and internal Google Calendar subscriptions. This role serves as the first point of contact for the school's main phone line, directing inquiries to the appropriate departments or individuals. The position requires excellent communication skills and advanced technical knowledge of Blackbaud - the student information system, Blackbaud - the enrollment information system, and Reach - the student life management system. The Registrar and Scheduler creates processes and protocols consistent with NEIA's mission and culture. Responsibilities also include general office support and customer service-related tasks. This position is a full year (12 months), full time, benefits eligible position. The pay range for this position is \$70,000 - \$80,000.

NEIA employees are expected to embody NEIA's principles of empathy, equity, personalization, authentic work, and collaboration in all work activities and actions.

Essential Duties and Responsibilities include, but are not limited to, the following:

- **Collaboration and Coordination:** Collaborate with the Head of Teaching and Learning, Director of Curriculum and Learning, teaching staff, and other school leaders to gather necessary information regarding course offerings, teaching staff availability, and ensuring that students are successfully enrolled in their desired courses while considering constraints and availability.. Regular coordination with stakeholders is essential to ensure accurate representation of requirements and constraints in the schedule. Partner with OuncelT to ensure the smooth operation of the school's databases. Tools include Blackbaud(CRM), Blackbaud (SIS), Otus (LMS), and Reach (student accountability).
- **Schedule Development:** Using scheduling software (Blackbaud) or other relevant tools develop a comprehensive and balanced class schedule. This will involve assigning courses to specific time slots, rooms, and teaching staff, taking into consideration factors such as course prerequisites, program requirements, staff workload, classroom capacities, and other relevant considerations.
- **Optimization and Conflict Resolution:** Analyze the schedule to identify and resolve conflicts, such as overlapping courses, teacher availability issues, or room conflicts. The aim is to optimize resource allocation and minimize scheduling challenges while also considering student preferences and constraints.
- **Communication:** Maintain clear and open communication with academic departments, faculty members, and students to disseminate information about the schedule, address concerns, and provide necessary updates or adjustments as required.
- **Adaptation and Flexibility:** Be prepared to accommodate changes and adjustments throughout the scheduling process. This may involve responding to requests for course additions, cancellations, or changes in faculty availability. Timely adjustments should be made to the schedule to ensure accuracy and efficiency.
- **Student Information System:** Manage the school's student information system (Blackbaud), including data entry, data validation, record keeping, and reporting. Manage and administer all Blackbaud-related SIS controls. Provide primary Blackbaud support and training for users. Perform quality checking on data entry by other school staff. Design and execute queries from the student database to extract information for reporting and analysis. Meet school deadlines for processing and reporting student data. Responsible for tracking student requirements for graduation.
- **Administer the Record Retention Policy** and implement processes and procedures to ensure that the Record Retention Schedule is followed.
- **Maintain all school calendars** to ensure consistency and accuracy.
- **Manage teaching staff absences and coverages.**

- Perform other duties and responsibilities as assigned and required by the position and the school.

Supervisory Responsibilities

- The Registrar and Scheduler does not supervise any other employees at NEIA.

Education and/or Experience

- Bachelor's degree required.
- Expert in Blackbaud and Reach and Proficient in Google Suite. Otus is a plus.
- A minimum of three years of progressively responsible experience in student records, academic scheduling, registrar/enrollment operations, data management, or closely related administrative work.
- CPR Certification is preferred.

Qualifications

- Ability to work with professionalism, discretion, sound judgment, equity, honesty, and personal accountability at all times.
- Ability to create a welcoming and supportive community for a diverse student body.
- Ability to efficiently and effectively manage the time of self and others.
- Strong organizational, communication, and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to meet deadlines.
- Entrepreneurial spirit and open to change.
- Demonstrated capacity to adjust to shifting priorities and work on multiple tasks simultaneously.
- Demonstrated experience with recordkeeping, tracking and organizing materials; accuracy and attention to detail.
- Exceptional administrative and customer service skills; professional and personable.
- Possess critical thinking and problem solving skills.
- Willingness to cross-train in all roles and share responsibilities.
- Uses technology effectively in teaching, learning, and administrative functions.
- Willingness to stay current in technology skills and to learn emerging technologies as needed.

Physical Requirements

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

- Stand/sit for long periods of time.
- Bend, lift, push, kneel, crouch, crawl, stoop.

- Capable of moving around and adapting to frequent changes in position throughout the workday.
- Hearing and speaking to understand and exchange information in person or on the telephone.
- Speak clearly, so listeners understand.
- Use hands and fingers for manipulation, and use computer keyboard, educational tools, play equipment, and perform first aid and CPR.
- Specific vision abilities required include close vision, distance vision, color vision, and depth perception.

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Nothing in this job description restricts NEIA's right to assign or reassign duties and responsibilities to this position at any time.

Interested candidates are asked to send a cover letter and resume to careers@neiacademy.org with the subject: Registrar and Scheduler.

We are unable to respond to phone or email inquiries. To learn more about New England Innovation Academy, please visit our website: <https://neiacademy.org>