

Classification	Administrator
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Pay Group:	12

JOB DESCRIPTION – ASSOCIATE REGISTRAR, ACADEMIC ADVISING AND SCHEDULING

NATURE AND SCOPE OF WORK

Under the direction of the Registrar, the Associate Registrar leads the Academic Advising and Scheduling units. The Associate Registrar works collaboratively with other Associate Registrars to develop, organize, lead and administer activities and services that meet the needs of students, faculty and other service users, efficiently and effectively enabling Capilano University to achieve its enrolment and retention goals.

The Associate Registrar is a strategic leader, collaborator, facilitator and administrator within the division and working across the University with colleagues, students and community partners to achieve the objectives of the University and the department. The Associate Registrar is responsible for overseeing, managing and implementing a variety of functions within the Office of the Registrar. This position provides strategic leadership to the day-to-day operations of specific specialized tasks and functional areas of the Registrar's Office including implementation of policy and management of staff.

The Associate Registrar reports to the Registrar, working in partnership with the Registrar and the Registrar's management team. The incumbent demonstrates a high level of responsibility and may act on behalf of the Registrar in their absence. The Associate Registrar develops a close partnership with the faculties, Student Success, the Centre for International Education, First Nations Student Services and satellite campuses of the university; as well as with the post-secondary community within BC and across Canada.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Manages and provides strategic leadership to the day-to-day operation of their designated units at campuses.
- Collaborates with campus constituencies including IT, AV, Facilities, Capital Planning for routine planning, review of existing policies and development of new policies related to course scheduling, classroom support & utilization
- Ensures the efficiency and efficacy of the course and examination timetabling process and ad hoc room bookings systems
- Initiates, envisions, reviews, develops and implements new policies, processes, procedures, and technologies
- Assesses and initiates change to existing services and develops new processes that will deliver effective operations and services within the Registrar's Office
- Monitors, evaluates, recommends, and implements leading practices, systems and processes that support student enrollment management values and student success



- Works collaboratively with Deans and discipline coordinators/chairs on enrollment related matters particularly around Academic Advising and Scheduling.
- Initiates, researches, recommends, and actively participates in policy changes and new policies and related procedures on student enrollment related matters
- Provides leadership for the development, design, delivery and assessment of programs and services provided by the units ensuring goals and key performance indicators are achieved
- Responsible for all staffing activities including the hiring, orienting, training, scheduling, managing and termination of staff; administers the collective agreement for staff in their areas of responsibility
- Ensures staff are well trained and knowledgeable in all relevant systems, policies and procedures
- Authorizes and approves exceptions to policies and special case requests from students
- Initiates, co-ordinates, plans and supports the implementation, development and maintenance of the student information system and other related computer systems collaboratively with appropriate stakeholders
- Ensures compliance with government legislation
- In conjunction with the Registrar, manages the planning, security, maintenance and administration of all student information systems relating to university operations
- Participates in and/or manages special projects, oversees needs assessment, viability studies and survey, provides administrative guidance, liaises with stakeholders, conducts research, prepares reports and provides advice to support decision making
- In conjunction with the Registrar, leads the development of a comprehensive strategy to deliver training on administrative systems and policies to departmental staff, users of the student information system with faculties, departments, and staff in other units providing student advising services
- Develops and manages the production of internally and externally driven reports including statistical reports
- In conjunction with the Registrar, plans, implements and manages department budgets and strategic and tactical plans
- Manages departmental expenditures and reassesses departmental needs based on funding available
- Liaises internally and externally regarding information pertaining to policies, procedures, student and statistical information
- Represents the Department or the University to appropriate internal committees and/or external agencies or schools as assigned by the Registrar
- Collaborates with internal and external stakeholders to ensure that University services, records, policies, procedures and systems provide excellent services to students
- Explores, researches, analyzes, recommends for funding, implements and maintains emerging technologies to support and/or enhance effective delivery of services within the Registrar's Office
- Acts on behalf of the Registrar in the Registrar's absence
- Performs other related duties.



REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Proven experience in a complex, unionized, public sector environment
- Proven management, planning, organizational, leadership, judgement and administrative skills
- Proven project management skills including dealing with conflicting priorities, needs and deadlines
- Relevant previous experience with engineering business processes and the design, development and delivery of programs
- Proven ability in building collaborative working relationships in order to achieve outcomes in the University's interests
- Proven ability to model professional, ethical, and collaborative behaviors.
- Excellent written, presentation and oral communication skills
- Excellent interpersonal and consensus-building skills
- Excellent understanding of information systems and technologies related to student enrollment
- Proven ability to establish priorities, organize, schedule and solve problems and tasks
- Proven experience with managing budgets
- Excellent analytical, problem-solving skills and conflict resolution skills
- Comprehensive experience with interpretation and application of complex policies and regulations
- Proven ability to provide and deliver excellent customer service
- Current knowledge of issues, literature and best practices in the area of strategic enrollment management and student success

REQUIRED MANAGEMENT COMPETENCIES

1. Job Knowledge

Possesses functional and technical knowledge as well as demonstrates understanding of job assignment. Performs key responsibilities and understands how to effectively utilize key resources and technology for all aspects of the job.

2. Service Focus

Values the importance of delivering high quality, innovative service to internal and external customers (colleagues, students, families, visitors, etc.). Understands the needs of students and follows up to ensure satisfaction. Able to prioritize and set work activities accordingly. Uses relevant skills to achieve goals and finds innovative solutions to improve unit services.

3. Result Oriented



Takes responsibility for own work. Feels personally committed and accountable to deliver results quickly, accurately and effectively. Uses thoughtful judgment when responding to situations that are not going well and uses foresight to overcome obstacles.

4. Initiating Action/Taking Initiative

Readily takes action consistent with departmental or University objectives. Volunteers readily and takes independent actions when appropriate. Leads by example and is a good role model for others to follow. Suggests methods and procedures to improve departmental operations.

5. Leadership and Supervisory Abilities

Attracts and selects the best talent. Coaches and inspires people. Sets expectations, recognizes achievements and proactively manages conflict. Delegates and consistently guides the team towards the outlined goals. Clearly defines responsibilities and authority limits of subordinates. Recognizes individual capabilities and assigns work accordingly.

6. Problem Solving and Decision Making

Identifies problems, involves others in seeking solutions, conducts appropriate analyses, searches for best solutions and responds quickly to new challenges. Makes clear, consistent and transparent decisions. Acts with integrity in all decision making, distinguishing relevant from irrelevant information. Assures adequate control and accounting of all funds including maintaining sound financial practices. Demonstrates a cross-university view.

7. Strategic Planning and Organizing

Aligns departmental priorities with the University's purpose. Measures outcomes and uses feedback to change as needed. Proposes solutions and alternatives on allocation of resources to achieve the University's outlined strategy. Approaches decision making (including, where applicable, program development, modification and or cancellation) with a focus on the potential impact on student enrollment, engagement and success.

8. Employee Development

Encourages and supports employee participation in personal and professional development. Able to coach, evaluate, develop and inspire direct reports. Provides constructive and objective performance feedback on a regular basis. Acknowledges and encourages good performance and proactively identifies and discusses performance problems in a timely manner. Ensures risks are minimized through proactive succession planning.

REQUIRED TRAINING AND EXPERIENCE

- Completion of an undergraduate degree from an accredited post-secondary institution. Master's degree is preferred. A minimum of 7 to 10 years of experience in registration, student services,



and/or enrollment management, with preference for academic advising and scheduling experience (or an equivalent combination of education and experience)

- A minimum of 5 years of management and leadership experience and supervision of staff
- Minimum of two years' experience in system implementation, testing, or maintenance