

Classification	Administrator
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Pay Group:	11

JOB DESCRIPTION – ASSOCIATE REGISTRAR, REGISTRATION & STUDENT INFORMATION SERVICES

NATURE AND SCOPE OF WORK

This is administrative and professional work. It involves developing, planning, organizing, coordinating, managing, and carrying out the services and procedures of the Registrar's Office, in conjunction with the Registrar. The Associate Registrar assists in the management of the day-to-day operations of the Office and acts for the Registrar in his/her absence. The position reports to the Registrar.

The primary functions of this role are to lead the designing, implementing, and managing the strategy for student information services and student reporting to meet the strategic goals of the institution as well as supporting the management of Registrar's Office.

ILLUSTRATIVE EXAMPLES OF DUTIES

Student Information Services

- Responsible for managing the registration, student data, and student support functions of the Registrar's Office, including registration set up, grading, transcript production as well as all front counter support.
- Works collaboratively with the Associate Registrar, Systems and Records to take responsibility for upgrade of the Records and Registration modules of the Student Information System and its integration with other Registrar's Office student systems.
- When appropriate, acts as an internal and external liaison for student registration.
- With the Supervisor of Registration & Student Information Services and others, ensures training of Registrar's office staff using Student Systems

Student Reporting

- Manages the development of responsive reporting to meet the requirements of the Registrar's Office.
- Manages the systems responsible for all reporting within the Registrar's Office and provides, or ensures the appropriate training is provided to other users within the Registrar's Office.
- Maintains the technical knowledge of Registrar's Office systems to ensure reporting is derived from appropriate data sources.
- Develops reporting systems to determine impact of changes driven by policy or practice on students and/or the Registrar's Office.
- Analyzes data, systems and processes, through data, to make recommendations to remedy errors/anomalies or make recommendations to process.
- Acts as Registrar's Office lead on reporting requirements for Northwest Commission on Colleges and Universities (NWCCU) or other accreditation organizations.



- Assists the Registrar in the analysis, design, implementation, and maintenance of student reports.
- Ensures security of all data and reports to maintain confidentiality as defined by FOIPOP and the practice of the Registrar's Office.
- When appropriate, ensures the accuracy, consistency and validity of University student records for internal and external statistical reports and documents

General

- Hires, manages and coaches a staff related to the functions of this unit.
- Ensures an in-depth understanding of Strategic Enrolment Management (SEM), the role that recruitment has within that context and aligns all activities within this framework.
- Reviews and provides recommendations for process and procedures for all areas under their management and assists the Managers and Registrar in reviewing and recommending changes in all areas of the Registrar's Office.
- Uses independent decision-making and creativity to assess, create, and enhance department business processes by using technology solutions wherever possible to streamline process and practice.
- Under the direction of the Registrar, ensures quality control, data security and adherence to data standards & policies.
- Ensures that University policies, of an academic nature, are consistently adhered to and assists the Registrar with the review and development of academic policies.
- Assists the Registrar in long and short term planning for the Registrar's Office. Reviews, monitors and develops functional area goals as well as Registrar's Office goals, including professional development activities.
- Ensures confidentiality of all student records and other records managed or maintained by the Registrar's Office.
- Adheres to the rules of the Freedom of Information and Protection of Privacy legislation.
- Provides information to the Registrar and the Registrar's Office to support the work of the office.
- Advises the Registrar on the preparation of the budget for the Registrar's Office and under direction, may authorize expenditures.
- Participates on a variety of internal and external committees and associations.
- Acts for the Registrar in his/her absence when delegated to do so.
- Performs other duties as assigned by the Registrar.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge and proven experience with student information services, student reporting and the Registrar's Office.
- Considerable knowledge of the best practices within the Registrar's Office.
- Excellent verbal and written communication skills.
- Demonstrated ability to develop, execute and complete projects.



- Proven management, leadership and administrative skills.
- Demonstrated ability to manage and motivate others.
- High attention to detail and accuracy.
- Knowledge of web applications.
- Thorough knowledge of database software.
- Energetic, resourceful, and capable of dealing maturely with, and commanding the respect of administrators, faculty, staff, students and the public.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree or equivalent
- Minimum of 5 years' experience in a role of increasing complexity and responsibility, including a supervisory role, in a post-secondary institution. Preference given to direct experience with the functions of this role.