

Class No.:	Administrator
Original Date:	
Last Revision Date:	December 2025
Pay Group:	10

JOB DESCRIPTION

ASSISTANT REGISTRAR

NATURE AND SCOPE OF WORK

Capilano University is a teaching-focused university offering a wide range of programs and services that enable students to succeed in their current studies, in their ongoing education, in their chosen careers, in their lifelong pursuit of knowledge and in their contribution as responsible citizens in a rapidly changing and diverse global community.

Capilano University has earned an international reputation for quality teaching, programs and services. We strive to instill the knowledge, skills, motivation and attitudes that will enable our students to become independent thinkers and learners, and to contribute effectively in a rapidly changing world.

This is administrative and professional work. In conjunction with the University Registrar and the Associate Registrars, the incumbent provides leadership in planning, organizing, and managing the Enrolment Services department, in particular, the implementation and integration of process mapping, archival systems and other related tasks. The Assistant Registrar assists in the management of the operations of Enrolment Services, works in collaboration with the Associate Registrars and acts for the Associate Registrars in their absence. The incumbent reports to the Associate Vice-President, Enrollment Management and University Registrar.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Under the direction of the AVP, Enrollment Management and University Registrar, plans, leads and authorizes the implementation of a detailed mapping of Registrar's Office processes and development of space management plans. Monitors and reports project progress to the AVP, Enrollment Management and University Registrar.
- Assesses and evaluates changes to existing services and develops new processes that deliver effective operations and services within the Registrar's Office.
- Provides leadership in the development, design, delivery and assessment of programs and services provided by the units ensuring goals and key performance indicators are achieved.
- Oversees planning and implementation through documentation and training of all members of the Registrar's Office on administrative systems and policies. Works with Associate Registrars to schedule and implement training.
- Monitors developments, updates, and emerging issues related to new systems and processes, and provides high-level communication and briefings to the University Registrar, Associate Registrars, and other Registrar's Office staff to support informed decision-making and planning.
- Conducts strategic and operational planning analysis related to systems, processes, and service delivery, providing recommendations to the University Registrar. Contributes to the development and evaluation of goals and objectives for Enrolment Services, including identifying professional development priorities, in alignment with departmental and institutional strategies.

- Evaluates and makes decisions on extenuating withdrawal applications as well as required to withdraw appeals.
- In conjunction with the University Registrar, plans, implements and manages department budgets and strategic and tactical plans.
- Liaises with Registrar's Office staff and Associate Registrars regarding project planning and implementation. Researches and recommends external support requirements for projects.
- Collaborates with campus constituencies including faculties, Student Affairs, Centre for International Experience (CIE), and Indigenous Education Affairs in the planning, development and managerial oversight of policies and procedures related to student information and records.
- Acts with tact and diplomacy when liaising with faculty areas, including deans, chair, coordinators, and conveyors.
- Monitors efficiency and efficacy of service outcomes and collaborates with Supervisors to identify opportunities for optimization.
- Acts as a Registrar's Office representative on the Capilano University Duty of Care Committee, and for the Associate Registrar's in their absence.
- In conjunction with the Registrar and the Associate Registrars, manages and evaluates the work of support staff. In consultation with People, Culture & Diversity (PCD), administers the collective agreement in relation to support staff including exercising hiring authority, disciplining as applicable, authorizing overtime, reviewing requests for leaves and other similar requests, and representing management where required in the grievance process.
- Performs other duties as may be assigned by the University Registrar.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree or equivalent related experience in post-secondary sector.
- Minimum of three years' experience in the Office of the Registrar within a post-secondary institution.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of and demonstrated experience in Office of the Registrar activities.
- Demonstrated management, leadership and administrative experience within a complex, unionized, public sector environment.
- Proven management, planning, organizational, leadership, and administrative skills with the ability to exercise discretion, judgement and confidentiality.
- Demonstrated project management skills including dealing with conflicting priorities, needs and deadlines.
- Relevant previous experience in engineering business processes and the design, development and delivery of programs.
- Demonstrated knowledge of database software, web applications and development.
- Excellent verbal and written communication skills.
- Demonstrated ability to develop, plan, implement, manage and complete multiple concurrent projects, both short-term and long-term, working with committees or in a team.

- Comprehensive experience with interpretation and application of complex policies and regulations with high attention to detail and accuracy.
- Energetic, resourceful, and capable of dealing maturely with, and commanding the respect of administrators, faculty, staff, students, and the public.
- Demonstrated ability to model professional, ethical and collaborative behaviours, and work well under pressure and to meet deadlines.