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 Registrar and the Associate Registrars, the incumbent provides leadership in developing, planning, organizing, coordinating, 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 Registrar.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Under the direction of the Registrar, plans, leads and authorizes the implementation of a detailed mapping of Registrar Office processes, review and recommendation of archival processes; and development of space management plan. Monitors and reports project progress to the Registrar.
- Researches and recommends external support requirements for projects.
- Liaises with Registrar's Office staff and Associate Registrars regarding project planning and implementation.
- Supports planning and implementation through documentation and training of all members of the Registrar's Office. Works with Associate Registrars to schedule and implement training.
- Reviews documentation related to the new systems and processes on a regular basis and ensures that the Registrar, Associate Registrars, and other Registrar's Office staff are aware of known issues and new features in a timely fashion.
- Prepares long and short-term systems planning analysis for the Registrar and reviews, monitors and develops goals and objectives for Enrolment Services, including professional development activities.
- Oversees course & classroom scheduling staff who are responsible for the timely production of course & exam schedules

- 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.
- Acts with tact and diplomacy when liaising with faculty areas, including deans, chair, coordinators, and conveyors.
- Ensures the efficiency and efficacy of the course and examination timetabling process and ad hoc room bookings systems.
- Acts as a Registrar's Office representative on the Capilano University Scheduling Committee
- Is a member of the Registrar's Office management team.
- Acts for the Associate Registrars in their absence.
- In conjunction with the Registrar and the Associate Registrars, manages, evaluates, coordinates, and directs the work of support staff. In consultation with Human Resources, 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 Registrar.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of and proven experience in Office of the Registrar activities
- Considerable knowledge of the Banner ERP System
- Considerable knowledge of post-secondary institutions
- Considerable knowledge of database software
- Considerable Knowledge of 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
- 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
- Ability to exercise discretion, judgement and confidentiality
- Ability to analyse and summarize information and make recommendations
- Ability to work well under pressure and to meet deadlines and organizational requirements
- Proven management, leadership and administrative skills
- Ability to hire, train and supervise staff

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 the customer 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 achieve the "extra mile".

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

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