

Class No.	Staff
Original Date:	March 2019
Revision Date	June 2025
Pay Group	24

CLASS SPECIFICATION

ASSISTANT TO THE REGISTRAR

NATURE AND SCOPE OF WORK

This is administrative work of a confidential and sensitive nature in support of the Registrar's Office. An incumbent in this position is primarily responsible for performing a variety of duties to support the day-to-day operations of the Registrar's Office, liaising between the Registrar's areas of responsibilities and internal and external contacts, providing project management support, arranging special events, organizing Senate and Board elections, and identifying issues for administrative action. This position exercises considerable initiative and judgment in supporting and assisting with activities falling under the jurisdiction of the Registrar. The incumbent reports to the AVP, Enrollment Management & University Registrar.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Supports and assists with administrative activities under the Registrar's jurisdiction, including researching, gathering, and assembling information for developing, maintaining, and monitoring required systems and procedures, such as operating budgets for cost centers and service area statistics.
- Maintains effective communication and arrangements between the Registrar's Office and both internal and external contacts with tact, sensitivity, and judgment. Contacts may include employees, students, government officials, other educational institutions, international contacts, and community and business organizations. Provides information to employees and students regarding University and administrative area policies, procedures, and timelines.
- Organizes all materials relating to Board and Senate elections, liaising with internal and external parties as required.
- Oversees and coordinates the administration of the Student Appeals process. Screens all incoming submissions to determine appropriate next steps; assesses whether submissions meet eligibility criteria, including timeliness and completeness, and exercises judgment in determining if exceptions are warranted based on individual circumstances. Communicates with students to explain procedural deficiencies and recommend corrective actions. Coordinates all stages of the appeal, ensuring compliance with timelines and maintaining regular communication with all parties involved. Forwards complete and eligible appeals to the Registrar for review.

- Maintains and monitors the composition of the Student Appeals Tribunal Pool to ensure sufficient representation across all required categories (Senate/non-Senate faculty, staff, and students). Recruits new members in response to Senate turnover or student graduation, planning and delivering orientation and training sessions for Tribunal Pool members. Arranges meetings, ensures members have secure access to case files and supporting documentation, and provides relevant tools and resources.
- Monitors the Final Grade Appeals inbox and determines the appropriate course of action. Assesses whether formal appeal submissions meet established criteria, including deadlines, documentation, and completeness. Exercises discretion in determining whether deficiencies can be remedied and provides guidance on corrective steps. Forwards complete and eligible appeals to the appropriate Dean and their administrative lead.
- Handles sensitive escalations involving student disputes or faculty concerns with confidentiality and diplomacy.
- Assists the Registrar with the development, management, and administrative support for committees, projects, and delegations. This includes initiating agendas, scheduling meetings, booking catering and venues, organizing gifts, composing and circulating minutes, tracking, monitoring, and following up on deadlines, and escalating delays and issues.
- Assists with special projects or initiatives requiring coordination, research, compiling data and information, or other relevant support.
- Assists with the development and publication of the official University important dates calendar.
- Prepares and produces a variety of materials from general instructions, including letters, correspondence, spreadsheets, budgets, PowerPoint presentations, notices, and reports. Drafts correspondence for the Registrar's signature.
- Identifies and gathers information regarding issues requiring administrative action, exercising considerable judgment and initiative. Determines whether issues need escalation to the Registrar or other administrators or can be addressed independently.
- Monitors regulatory changes impacting the Registrar's responsibilities, providing summaries and suggested actions.
- Sets up and maintains a variety of departmental records including files and lists, and prepares reports/documentation on the same.
- Proactively identifies process inefficiencies and proposes solutions.
- Provides administrative support, including scheduling appointments and meetings, and assists with coordinating events such as the Registrar's Office monthly meetings, Registrar's Office PD days, and other events as requested. Anticipates and prepares materials for meetings and presentations.
- Provides coordination and support to the Registrar's Office team, ensuring a collaborative and efficient work environment, and that staff have the necessary resources and information to perform their roles effectively. Establishes or changes departmental procedures or initiatives as appropriate.

- Oversees and orders office supplies and equipment. May have limited signing authority for office supplies.
- Collects, processes, and verifies items such as calendars of events, cost centres, timesheets, expense reports, and cheque requisitions. Tracks, monitors, and reconciles expenditures, liaising with Financial Services as required. Resolves discrepancies or brings them to the Registrar's attention.
- Provides support to other administrators within the requirements of this class specification as needed.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of University and relevant administrative area policies, rules, regulations, procedures, and functions.
- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Thorough knowledge of word processing and spreadsheet software.
- Considerable knowledge of database, presentation (e.g. PowerPoint) and e-mail applications. Ability to design professional presentations for Registrar reports to senior leadership.
- Considerable knowledge of the Internet, the University's website, and web posting software.
- Knowledge of Banner or other automated student record systems.
- Ability to maintain confidentiality and to exercise tact, diplomacy, discretion and sensitivity when dealing with other employees, students, community groups, multicultural groups, and the general public.
- Ability to understand the context of issues and exercise initiative and judgment regarding required actions.
- Ability to multitask, maintain attention to detail, apply organizational skills to meet deadlines, and work with minimal supervision.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to adapt to complex, high-stress or changing situations, anticipate needs, and reprioritize tasks smoothly.
- Ability to answer questions regarding University and administrative area policies and procedures up to a defined level on behalf of the Registrar.
- Ability to proofread content for consistency and accuracy.
- Ability to draft correspondence and reports from general instructions
- Ability to establish and maintain effective working relationships with other

employees, students, community groups, officials, and the general public.

- Ability to act with cross-cultural sensitivity.
- Ability to establish and maintain office administrative procedures.
- Skill in keyboarding at 50 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor's degree in business administration, office administration or applied business technology.
- Five years of directly related experience assuming progressively more responsibility in administrative support positions, preferably including experience in an educational setting with significant student/faculty contact.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None