



Class No.	Staff
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Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, REGISTRATION AND STUDENT INFORMATION SERVICES

NATURE AND SCOPE OF WORK:

This is supervisory and administration work in support of the Registrar's Office. The primary duties of this position are to supervise the student information services and reporting areas within the Registrar's Office and to oversee operational and training needs, the processing, verification, and maintenance of all student records in accordance with policies, regulations, and best practices, and plan and coordinate major registration events. Duties also include developing and implementing an effective and efficient plan for supporting the management of student records and student registration throughout the student life cycle and the processes required to achieve it. The incumbent will promote and communicate student information services, update materials, provide the student information services and reporting perspective on special projects and initiatives, serve as a team member/lead on systems development and implementation projects, and perform other associated work as needed. This position reports to the Associate Registrar, Registration and Student Information Services.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Supervises the day-to-day operations of the unit/area including: supervising staff; addressing staff concerns; planning and coordinating the work flow; assigning, prioritizing, and evaluating work assignments; verifying time sheets; preparing work schedules and reviewing vacation schedules; identifying short term staffing needs; participating in selection committees; preparing and delivering probationary reviews in conjunction with the Associate Registrar; and providing input on performance evaluations
- Communicates and supports management plans, processes and goals to the Student Information Services and Reporting team.
- Develops and implements plan for the registration cycles for the approval of the Associate Registrar.
- Identifies areas that may require changes to standard operating procedures and brings them to the attention of the Associate Registrar.
- Acts as the main point of contact for student information services and reporting related queries and information for the Registrar's Office, University, and external stakeholders.
- Escalates cases that could be contentious to the Associate Registrar.
- Maintains and updates the student information system, as well as related systems and documents as needed.
- Uses third party and online systems and services to provide appropriate service, information and advice to students.
- Oversees data entry (including that associated with student applications for admission

and financial aid and awards), student records and registration processes, and the Registrar's Office call centres.

- Under the direction of the Associate Registrar, establishes, reviews, maintains, and evaluates an annual student information services and reporting plan.
- Trains and updates employees in new and existing policies, procedures, and systems.
- Escalates staff issues as required.
- Works with the Associate Registrar to establish and implement unit/area goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Assists other supervisors and directs the preparation and production of correspondence related to Registrar's Office functions.
- Liaises with internal and external stakeholders on student information services and reporting activities, issues and concerns and between staff and management on operational activities, issues and concerns.
- Takes on student information services and reporting staff responsibilities in times of absences, limited coverage, or as warranted by operational need.
- Maintains statistics, records and resources required for effective student information services and reporting activities.
- Participates in the planning, design, testing and implementation of new systems or upgrades used by the Registrar's Office.
- Recommends and introduces process and procedure improvements across internal team and other departmental functions; ensures all process and procedures are documented and updated.
- Sets service and outreach priorities as determined by collected data; analyzes and reports on internal operational processes.
- Remains updated and current in policies and procedures (both internal and external) as they pertain to the unit/area; administers the University's policies and procedures as relevant.
- Conducts data analysis related to student information services and reporting, suggests improvements, reports problems, and implements procedural changes.
- Maintains the integrity and confidentiality of sensitive information and systems
- As a member of a team, develops plans, participates in testing, and makes recommendations for systems improvement, technology developments and growth requirements associated with the unit/area. Liaises with IT and other departments, as required, and acts as a project team member for systems development and implementation work undertaken by IT.
- Coordinates the digitization of student and other records.
- Serves on internal and external committees as appropriate; attends meetings both on-campus and off-campus, as required.
- May be required to take training and act in the capacity of a floor warden as part of the College's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).
- Performs duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of the University's policies and procedures governing student records as they relate to the service provided by the Student Information Services Officers.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University.
- Thorough knowledge of the laws and regulations (e.g. FOIPPA) involved in the maintenance of student records and the application of those laws and regulations to the

- operations of the Registrar's Office.
- Thorough knowledge of principles and practices of record keeping, statistical reporting including the use of spreadsheet applications and simple mathematics to produce reports using percentage, ratios, means and medians.
- Thorough knowledge of computer applications, including word processing, database, and presentation, software.
- Thorough knowledge of Banner or another automated student record system.
- Thorough knowledge of business English and the composition of correspondence, memorandums and reports.
- Considerable knowledge of the principles and practices of supervision and personnel management.
- Ability to interact with the IT Applications department on projects associated with student records and registration modules in the student information system.
- Ability to learn in-house and other software applications and to apply technical knowledge.
- Ability to provide supervisory instruction, training, leadership, and guidance to staff, as well as to plan, schedule, assign, review, and evaluate the work of employees to effectively meet deadlines.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to interpret and explain the applicable rules and regulations that govern Registrar's Office activities.
- Ability to multitask, apply organizational skills to meet deadlines, and work with minimal supervision.
- Ability to exercise initiative, flexibility, and resourcefulness in the completion of work assignments, analyze situations, make independent decisions with a high degree of responsibility, and seek advice regarding decision making.
- Ability to develop, execute and complete projects.
- Ability to understand and follow complex oral and written instructions, and communicate effectively in both oral and written form.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to maintain confidentiality, administer freedom of information and privacy (FOIPPA) regulations, and handle sensitive issues with tact and diplomacy.
- Ability to provide a high level of customer service, to handle user complaints and/or suggestions, and to resolve conflicts.
- Ability to interview and assist students with student records and registration procedures.
- Ability to compose letters, memoranda and materials related to the subject matter as well as of a non-routine nature.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of varying size, and to address large or small groups in formal or informal settings.
- Ability to prepare operating and statistical reports.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to keep accurate records and archives.
- Ability to plan, organize and review the work of others engaged in similar tasks.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Three years of work experience in a Registrar's Office or student services-related function with a strong emphasis on student information systems and technologies. Two years of supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.