

Class No.	
Original Date:	January 2016
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Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, TRANSFER CREDIT AND GRADUATION

NATURE AND SCOPE OF WORK:

This is supervisory and administrative work. The primary duties of this position are to supervise the transfer credit and graduation area of the Registrar's Office and ensure policies, regulations and best practices are followed. Duties include developing an effective and efficient plan for supporting students' in the transfer credit and graduation cycle and the processes required to achieve it. The incumbent will promote and communicate these services, update materials and provide the functional perspective on special projects and initiatives. This position reports to the Associate Registrar, Admissions, Transfer Credit and Graduation.

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; and providing input on performance evaluations.
- Communicates and supports management plans, processes and goals to functional team
- Develops and implements plan for the transfer credit and graduation 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 transfer credit and graduation related queries and information for Registrar's Office, university and external stakeholders.
- Regularly meets with departments and Faculties on graduation and transfer credit concerns.
- Escalates cases that could be contentious to the Associate Registrar.
- Holds group information sessions as well as one-to-one interviews.
- Maintains and updates the student information system, related database and documents.
- Uses third party and online systems and services to provide appropriate service, information and advice to students.
- Oversees data entry, graduation and transfer credit processes.
- Under the direction of the Associate Registrar, establishes, reviews, maintains and evaluate an annual transfer credit and graduation 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.
- Works with the functional teams to enhance efficiency.

- Liaises between the Registrar's Office, departments and Faculties on functional issues and between staff and management on operational concerns.
- Acts a transfer credit and graduation representative and contact for internal and external stakeholders; provides information and feedback on transfer credit and graduation processes.
- Responds to queries.
- Takes on Transfer Credit & Graduation Facilitator responsibilities in times of absences or limited coverage.
- Maintains statistics, records and resources required for effective transfer credit and graduation cycle activities.
- Updates and maintains any pertinent graduation, transfer credit and block transfer materials.
- 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 department functions.
- Sets service and outreach priorities as determined by collected data. Remains updated and current in policies and procedures (both internal and external) as they pertain to the unit/area.
- Provides information, in both verbal and written form, regarding University policies, procedures, and other resources related to the Registrar's Office.
- Conducts data analysis related to transfer credit and graduation, suggests improvements, reports problems, and implements procedural changes.
- Analyzes and reports on internal operational processes.
- 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 Banner or another automated student record system.
- 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 University's policies and procedures governing transfer credit, graduation and registration.
- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of the various criteria used in determining eligibility for admission and registration at other post-secondary institutions.
- Considerable knowledge of certificate, diploma, degree and graduate degree programs in British Columbia post-secondary educational institutions.
- Considerable knowledge of word processing, spreadsheet and database applications.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Considerable knowledge of the principles and practices of record-keeping and statistical reporting.
- 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 organization 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 establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to supervise others and to plan, assign, review and evaluate the work of others.
- Ability to prepare operating and statistical reports.
- Ability to interview and assist students with admission procedures, educational planning and transferring, and graduation.
- Ability to develop, execute and complete projects.
- Ability to compose letters, memoranda and materials related to the subject matter and of a non-routine nature and to write and produce quarterly newsletters.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to organize and conduct, workshops as required.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- 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 a student services-related function with a strong emphasis on student information systems and technologies.
- One year of direct supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.

