

Assistant Registrar, Financial Aid and Awards

Position Details

Position Information

Position Title	Assistant Registrar, Financial Aid and Awards
Posting Number	00349SA
Location	New Westminster/Coquitlam Campus
Grade or Pay Level	A - Pay Band 10
Salary Range	-
Position Type	Administration - Regular
Posting Type	Internal/External
Regular/Temporary	Regular
Employment Type	Full Time
Posting Category	Administration
Start Date	01/02/2019
End Date	
Day of the Week	Mondays to Fridays
Shift	8:30 am - 4:30 pm
Work Arrangements	This regular full-time position is available starting January 2, 2019. Regular hours of work are 8:30 am to 4:30 pm, Monday to Friday. Travel between Douglas College's campuses will be required.
What Douglas Offers	DO what you love. Be good at it. That's how Douglas College defines a great career. It's a philosophy that resonates through our classrooms, our offices and our boardrooms. It inspires our students and drives us to make Douglas College one of BC's Top Employers. We love what we do. And we're looking for passionate, motivated people to join us in making one of Canada's best colleges even better.
The Role	<p>Under the direction of the Associate Registrar, the Assistant Registrar is responsible for the day to day management and operations of a unit or service team, ensuring high service levels and standards are met. The Assistant Registrar is responsible in ensuring the College is in compliance with College, provincial and federal policies, and reporting requirements. The Assistant Registrar leads, trains and supervises staff and ensures they are following current policies and procedures. The Assistant Registrar is responsible for providing leadership and developing a comprehensive training plan for the team. The Assistant Registrar is responsible for assessing and initiating change to existing services and developing new processes that will deliver effective services. The incumbent participates in the development, revision, and implementation of policies and procedures; recommends improvements for functionality of the system; is responsible for managing the unit's budgets, including resource requirements, allocations and deployment.</p>
Responsibilities	<p>The Assistant Registrar is accountable for the following:</p> <ul style="list-style-type: none">• Develops, monitors, and implements objectives to achieve departmental goals to support the College strategic plan;• Manages and plans the day-to-day operations of the unit, ensuring consistency of practice and maintenance of excellent service levels;• Ensures personnel are following current policies and procedures and processes are executed promptly and efficiently;

- Ensures compliance with institutional and governmental policies and procedures for programs (ie: student loans, student awards, emergency loans, advising, former youth in care, veteran affairs, confirmation of enrolments, etc);
- Ensures process compliance with external agencies, such as government agencies and funding organizations;
- General administration of a variety of student financial aid and awards, outreach, and advising programs including, ensuring compliance with established rules and regulations;
- Maintains currency with institutional and government policies and procedures; Reviews, implements and assesses changes to existing business process plans and new business processes and policies;
- Implements and maintains communication strategies to inform students, faculty, staff, secondary schools, donors and other organizations about College programs. Reviews and recommends potential changes to communication strategies;
- Makes decisions on exceptions to policies related to the unit or service team or special case requests from students;
- Interprets and adjudicates policies;
- Provides input to the provincial and federal governments, and external agencies on policy and procedures;
- Develops system specifications, tests, monitors, maintains and initiates corrective measures for all information management systems needs by liaising with appropriate individuals, departments, and organizations;
- Monitor changes in requirements and the production of reports and coordinating system implementation of system changes;
- Represents the College and College interests before external agencies, other institutions, various organizations and groups (e.g., Association of Student Awards Personnel of BC, the Canadian Association of Student Financial Aid Administrators, the Banner Financial Aid Consortium Committee, Association of Registrars of the Universities and Colleges of Canada, National Academic Advising Association, etc.);
- Leads and supervises unionized support staff including recruitment and selection, training, performance planning, evaluating and disciplining where appropriate;
- Ensures staff participate in required training and appropriate professional development that will support them to maintain and enhance the professional and job related skills to provide high level of service to support students;
- Represents the College in the grievance procedure as required;
- Developing and monitoring the departmental budget;
- Representing the unit on various committee as designated by the Associate Registrar;
- Representing the College on external committee and with professional associations;
- Acts on behalf of the Associate Registrar in his or her absence as requested; and
- Performs other related duties as required.

To Be Successful in this Role You Will Need

- Established professional credibility as evidenced by a baccalaureate degree from an accredited post-secondary institution;
- A minimum of three years of supervisory and leadership experience in administering student financial aid & awards, advising, and/or customer service operations, preferably in a public post-secondary educational institution, including strong working knowledge and experience with Registrarial operations such as financial aid, scholarships and awards, advising, etc;
- A minimum of two years supervisory experience in a unionized environment;
- Demonstrated ability to supervise and lead including the ability to mentor and develop staff;
- Extensive knowledge of government student financial aid regulations and issues of compliance within Canadian post-secondary education;
- Demonstrated ability to interpret and apply policies and regulations;
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position;
- Demonstrated ability in customer/student services and dealing in stressful, often emotionally charged situations;
- Demonstrated mature judgment and initiative;
- Excellent planning, organizational and administrative skills;
- Excellent knowledge of and ability to troubleshoot issues associated with student information systems;
- Demonstrated exceptional research, quantitative, and computer skills, including considerable knowledge of database applications (e.g. Student Information Systems, excel, tableau, etc.); and
- Demonstrated organizational, analytical, decision-making and problem solving skills and a track record of resolving diverse and complex problems;
- Demonstrated skill in the design and development of training documentations;
- Experience in business workflow design and business process improvements.

LEADERSHIP COMPETENCIES

- Communications Skills – Possesses strong communication skills, both verbal, and written and expresses thoughts in an organized, concise manner. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with students/individuals under stress. Develops and delivers effective presentations. Has the ability to present information and ideas to diverse groups.
- Market Knowledge – Continuously seeks to stay current and be at the leading edge in his/her field and is committed to continuous learning; one that is self-motivated and self-directed, being able to work independently with sense of urgency to task completion.

- Student Focused – Anticipates, responds, and attends to the needs of students and other internal and external customers of the department and organization.
- Effective Working Relationships – Treats staff, colleagues, and students with respect; resolves conflicts respectfully and in a timely way, negotiates effectively, and provides effective feedback to colleagues / direct reports.
- Administrative Skills – Provides leadership to and ensures accountability for achievement for results; very focused; strong organizational skills; simplifies often complex and lengthy matters; effective time management skills; ability to separate important issues and identify priorities.
- Organizationally Astute – Is diplomatic and tactful; non-confrontational; recognizes internal and external sensitivities; has an intuitive ability to read the political implications of recommendations and actions; uses sound judgment.
- Adaptable – Has the ability to adapt to new and changing situations; able to alter course/direction when necessary and provide this type of leadership to those for whom they supervise; enjoys and embraces new challenges. Flexible; able to deal with stress effectively.

Link to Full Position Profile

Diversity Statement

Douglas College is committed to being a workplace that is free of discrimination, that values diversity and is representative, at all job levels, of the communities we serve.

Posting Detail Information

Open Date 11/13/2018

Close Date

Open Until Filled Yes

Special Instructions to Applicant

Interested applicants must ensure that a resume and cover letter are submitted online. Please ensure your resume clearly explains how you meet the required knowledge, skills and abilities of the position for which you are applying.
This position will remain open until filled.
All candidates selected for interview will need to bring original certificates and diplomas of educational credentials noted on their resume.

Quick Link for Direct Access to Posting

<http://www.douglascollegecareers.ca/postings/3325>

Supplemental Questions

Required fields are indicated with an asterisk (*).

- * Are you a current Douglas College employee?
 - Yes
 - No
- * If you are a current Douglas College employee, please enter your employee number.
(Open Ended Question)
- * Do you currently have a Canadian valid work permit?
 - Yes
 - No
 - Not Applicable
- * If you have a valid Canadian Work Permit, please indicate Expiration Date. (Type-in N/A if not applicable).
(Open Ended Question)
- * How did you hear about this employment opportunity?
 - Douglas College Careers Site - Internal Posting
 - Douglas College Careers Site - External Posting
 - LinkedIn
 - Indeed
 - Facebook
 - Instagram
 - Personal Referral
 - Agency Referral
 - Professional Association Website
 - Colleges and Institutes Canada (CICAN)
 - Canadian Association of University Teachers (CAUT)

- Douglas College CareerHUB
- Others

6. * What are your salary expectations for this role?

- Under \$50,000
- \$50,000 to \$60,000
- \$60,000 to \$70,000
- \$70,000 to \$80,000
- \$80,000 to \$90,000
- \$90,000 to \$100,000
- \$100,000 to \$110,000
- \$110,000 to \$120,000
- More than \$120,000

Documents Needed to Apply

Required Documents

1. Resume
2. Cover Letter

Optional Documents

1. References with Contact Information
2. Transcripts and/or Credentials