

Exempt Opening

Posting	2020.184
Position	Assistant, Registrar
Department	Office of the Registrar
Status	100% full-time, Permanent, Excluded
Start Date	As soon as possible after closing date
Salary Scale	Appropriate placement on the excluded salary scale
Closing Date	September 25, 2020

About UFV

The University of the Fraser Valley has four campus locations within the beautiful Fraser Valley in British Columbia. Recognized as one of BC's top employers, UFV offers a combination of career and lifestyle benefits. Join a team of 1,400 passionate professionals who value integrity, inclusivity and excellence. At UFV, you will serve a vibrant community, and shape the future of 15,000 students.

Posting Details

The Assistant Registrar is responsible for providing leadership and direction in the provision of services to students, faculty and staff in the area of student records, fee assessment and fee collection. The incumbent will establish policies and procedures, provide day to day management to six positions and ensure the fair and equitable processing of fees on behalf of the University.

Student Records and Financial Accounts

- Establishes and maintains procedures and processes related to student financial accounts including tuition fee assessment and collection
- Establishes and oversees all aspects of student academic records including grades, transcripts, tax documentation, curriculum management, graduation, academic standing
- Audits and maintains quality control processes related to student records processing in the student information system
- Provides oversight to student records from initial registration through to graduation
- Liaises with Senior Associate Registrar, Admissions and Recruitment to ensure admissions records are established and maintained
- Provides management and oversight of the student appeal processes
- Provides oversight and direction related to the establishments of official transcripts at all UFV Campus Locations
- Establishes processes compliant with legislation regarding the release of student information, including education verification processes

Management Student Records

- Manages the day-to-day operations for assessment and collection of student fees for the University, including term set-up
- Provides oversight of the processing of unpaid accounts
- Makes decisions on behalf of the University regarding course withdrawal and student refunds
- Makes decisions on behalf of the University regarding fee waiver exemptions including resolves appeals, complaints and queries from students and staff regarding student registration times and eligibility for registration
- Applies knowledge of conflict resolution to mediate and resolve conflict related to student records and administering UFV policies and procedures
- Administers FOIPA to ensure that related policies and procedures are compliant with legislative requirements
- Applies knowledge of Canada Revenue Agency regulations with respect to tuition and fee management to ensure compliance
- Leads and manages special projects or assignments on behalf of the Registrar

System and Technology Management

- Initiates and provides leadership in the technology planning process related to student records including conducting research, testing and assessing alternatives and making key decisions regarding the structure of student accounts
- Assesses and makes recommendation in regarding the functionality ensuring that both student and organizational needs are considered
- Designs and adapts processes to ensure that systems are automated to ensure efficiency

Managing People and Resources

- Manages the day-to-day operations including coaching and mentorship of Registrar staff on Chilliwack (CEP)
- Hires, orientates, and supervises team by performing such things as: directing, scheduling, providing performance feedback, evaluating, suggesting professional development, performance management of direct reports
- Manages the performance review process, reviews and approves leaves relating to professional development and vacation, and administers sick leave and leave of absence requests
- Engages HR as a collaborative partner in planning and managing the workforce
- Remains current, working knowledge of the Collective Agreement
- Manages fiscal management of the unit, focused on fiscal accountability and responsibility
- Ensures that the Department's budget is planned, prepared and monitored in keeping with University objectives, policies and procedures, and exercises signing authority on behalf of the Department for expenditures as assigned.
- Plans, organizes, directs, and administers activities and services that support students in assigned areas, and ensures that such activities and services remain within budgetary limits.

Qualifications

Bachelor's degree in a related field. Five years of related work experience in a senior role within the Office of the Registrar or equivalent. Proven track record of effectively managing change including the ability to evaluate, revise and implement changes to systems and operation processes. Proficient in records management systems and processes and MS office software. Demonstrated ability to manage complex database systems, preferably Banner. Demonstrated analytical and problem-solving skills. Excellent interpersonal, written, presentation and oral communication skills, delivered in a manner appropriate to the audience. Ability to establish priorities, organize, schedule and solve problems and tasks. Ability to engage in critical thought and analyse all types of quantitative and qualitative data into informational reports and presentation for strategic planning and problem-solving. Proven ability to synthesize detailed, complex information into clear and compelling recommendations and briefing. Demonstrated ability to model appropriate professional, ethical and collaborative behaviours that engender collaboration, trust and respect consistent with the responsibilities of this position.

How to Apply

Direct resume including evidence of appropriate qualifications by **September 25, 2020**, referring to **Posting #2020.184** to hrinfo@ufv.ca.

Human Resources

University of the Fraser Valley

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Tel: (604) 854-4554

Fax: (604) 854-1538

Website: www.ufv.ca

Shortlisted applicants may be required to undergo a criminal record check.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. In an effort to be both environmentally and fiscally responsible, UFV will contact only candidates receiving an interview. We thank all applicants for considering UFV for employment.

UFV is committed to the principle of equity in employment.