

Job Description

Job Title	Associate Registrar, Enrolment Services - Admissions
Department	Strategic Enrolment & University Registrar
Reports to (Title)	AVP Strategic Enrolment & University Registrar
	Thompson Rivers University

Overall Purpose

Reporting to the Associate Vice-President Strategic Enrolment & University Registrar, the Associate Registrar, Enrolment Services - Admissions is a key member of the Registrar's Office senior leadership team. This position has full managerial authority over domestic student recruitment, admissions and transfer, and student advising across all sites of the university (Campus, Open Learning and Williams Lake) and all academic levels (preparatory to graduate studies).

The Associate Registrar, Enrolment Services - Admissions is the key central resource and functional subject matter expert on student recruitment, admissions and transfer, and advising matters. The position provides leadership and support across the AVP Strategic Enrolment & University Registrar portfolio to ensure the smooth functioning and continued development and growth of service to students. The incumbent provides expert advice to academic units and senior managers on registrarial matters including recruitment, admission, transfer and enrolment policy and procedures, assessment, communication, registration, curriculum, reporting, quality assurance, privacy and associated areas.

Major Responsibilities

The Associate Registrar, Enrolment Services – Admissions provides institutional leadership in the marketing of the University to prospective students and key influencers and provides direct over-sight of student recruitment, admissions and transfer, and advising.

The ideal candidate will be results driven with experience in creating an improved student experience with recruitment, admissions and transfer services, and advising resources and have knowledge of integrated student service models. Specific duties include:

1. Developing short and long-term recruitment, admissions, and advising goals and objectives in alignment with TRU's Strategic Plan, Academic Plan and enrolment strategy
2. Establish metrics for each functional unit and determine accountability measures to monitor performance and the achievement of University goals
3. Oversee day-to-day business operations, including supervision of staff, handling of employee relations issues and conducting performance reviews
4. Maintain current and innovative workflow and technology to facilitate desired outcomes of functional units

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5. Develop innovative and appropriate orientation and training materials to ensure staff are engaged and are able to competently fulfill their respective duties and are aware of and fully understand relevant TRU policies and regulatory requirements that impact their duties
6. Provide guidance to staff and assist with sensitive counseling of students, parents, or representative as needed. Review, and assist staff with complex or potentially problematic issues or files
7. Monitor the application of policies and procedures related to recruitment, admissions, transfer and advising, and recommend improvements or enhancements to service standards.
8. Liaise with Managers, Directors, Chairs and Deans to facilitate operational needs and planning sessions
9. Represent the Registrar's Office on internal and external committees
10. Other duties as assigned

Typical Challenges

- Managing staff in a unionized environment
- Dealing with conflicting priorities and establishing priorities in a fast paced environment
- Working with campus partners who may have competing priorities and objectives, problem-solving, and bringing groups to consensus, compromise and resolve
- Working with outside vendors and consultants on information system implementation and maintenance
- Balancing in office and out of office activities (this position will be required to travel for recruitment activities)
- Ensuring service standards are maintained in a fiscally responsible manner
- Conducting research on a regular basis with respect to policies, practices and best practices locally, provincially, nationally and internationally to ensure the University establishes and maintains a competitive advantage
- Dealing with sensitive and difficult student situations in a respectful and diplomatic manner. This may include dealing with students, parents or other key influences who could become verbally abusive
- Conducting risk assessments when new technologies are being considered

Required Knowledge/Skills

- Master's degree together with 5 to 7 years' progressive experience in a Registrar's, Admissions, Student Recruitment, Enrolment or Student Services environment
- Demonstrated leadership skills
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community

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- Proven ability to problem-solve and bring groups with competing priorities and views to consensus/compromise/resolve
- Extensive knowledge and experience working with enterprise systems including student information systems
- Excellent communication skills, including conducting presentations. Experience with social media an asset
- Ability to work collaboratively with internal and external partners
- Tact and diplomacy
- Demonstrated knowledge of Canadian and International education systems and transfer credit assessment
- Demonstrated knowledge of student recruitment practices within the Canadian context
- Skill in examining operations and procedures, formulating policy, and developing and implementing new strategies and procedures
- Experience in project management, business process analysis and financial planning and management
- Knowledge of human resource practices and principles including experience supervising, mentoring and leading staff in a unionized environment
- Knowledge and understanding of the Freedom of Information and Protection of Privacy Act (FIPPA).
- Employee development and performance management skills
- Strategic planning skills

Review of Applications will commence February 10, 2017 and may continue until position is filled.

Salary Range: \$85,313 - \$92,000