

# Job Description

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<b>Job Title</b>	<b>Associate Registrar, Enrolment Services – Records Thompson Rivers University</b>
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## Overall Purpose

Reporting to the Associate Vice-President Enrolment Services & University Registrar, the Associate Registrar, Enrolment Services - Records is a key member of the Division's senior leadership team. This position has full managerial authority over student records, graduation, scheduling and service to students relating to these and other registrarial functions across all sites of the university (Campus, Open Learning and Williams Lake).

The Associate Registrar, Enrolment Services - Records is the key central resource and functional subject matter expert on student records management, academic progression and audit functions, course and exam scheduling, graduation, and general student enrolment service provision. The position provides leadership and support across the Enrolment Services & University Registrar division to ensure the smooth functioning and continued development and growth of services oriented to student retention and academic progression. The incumbent provides expert advice to academic units and senior managers on registrarial matters including policy and procedures relating to registration, academic progression, records, scheduling, graduation, curriculum, reporting, quality assurance, privacy and associated areas.

## Major Responsibilities

The Associate Registrar, Enrolment Services - Records provides institutional leadership in maintaining the highest standards for accurate student records and related processes, and provides direct oversight of records, academic progression, graduation, scheduling, and associated student service provision.

The ideal candidate will be results-driven with experience in creating an improved student experience with tools and resources focused on student retention and progression, and have knowledge of integrated student service models and strategic enrolment management (SEM) practices. Specific duties include:

1. Developing short and long-term records and enrolment service goals and objectives in alignment with TRU's Strategic Plan, Academic Plan and enrolment strategy, particularly with respect to student retention and progression
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 records, academic progression, graduation, scheduling and general student enrolment services, 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; this can include chairing meetings, establishing campus working groups and individual meetings
- Working with outside vendors and consultants on information system and technology development, implementation and maintenance
- Balancing in office and out of office activities
- Ensuring service standards are maintained in a fiscally responsible manner
- Conducting research on a regular basis with respect to policies, procedures 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

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## Required Knowledge/Skills

- Master's degree together with 5 to 7 years of progressive experience in a Registrar's, 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
- Extensive knowledge and experience working with student information systems and related products and technology
- Understanding and experience with strategic enrolment management (SEM) planning and practice
- Proven ability to problem-solve and bring groups with competing priorities and views to consensus/compromise/resolve
- Excellent communication skills, including conducting presentations.
- Ability to work collaboratively with internal and external partners
- Tact and diplomacy
- Demonstrated knowledge of Canadian and International education systems
- Demonstrated knowledge of student records management 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

## Other

Salary Range: \$86,550 - \$93,334

Anticipated Start Date: January 1, 2018

Review of Applications will commence November 15<sup>th</sup> and may continue until position is filled