



**JOB DESCRIPTION:** Associate Registrar, Academic Advising and Student Financial Aid & Award  
**DEPARTMENT:** Office of the Registrar  
**DIVISION:** Academic and Student Affairs  
**REPORTS TO:** Registrar

### **THE ROLE:**

Under the direction of the Registrar, the Associate Registrar works collaboratively with other Associate Registrars to develop, organize, lead and administer activities and services that meet the needs of students, faculty and other service users, efficiently and effectively enabling Douglas College to achieve its enrolment and retention goals.

The Associate Registrar is a strategic leader, collaborator, facilitator and administrator within the division and working across the College with colleagues, students and community partners to achieve the objectives of the College and the Division. The Associate Registrar is responsible for overseeing, managing and implementing a variety of functions within the Office of the Registrar. This position provides strategic leadership to the day to day operations of specific specialized tasks and functional areas of the Office of Registrar including implementation of policy and management of staff.

The Associate Registrar is a member of the leadership team of the department. The Associate Registrar will be responsible for a portfolio which is made up of a combination of the following functional areas:

- Academic Advising
- Student Appeals
- Student Financial Aid & Awards
- Training for the College community on student administrative systems and policies related to student enrollment

### **MAJOR RESPONSIBILITIES:**

- Manages and provides strategic leadership to the day to day operation of the designated units at campuses
- Initiates, envisions, reviews, develops and implements new policies, processes, procedures, and technologies
- Assesses and initiates change to existing services and develops new processes that will deliver effective operations and services within the Office of the Registrar
- Monitors, evaluates, recommends, and implements leading practices, systems and processes that support student enrollment management values and student success
- Works collaboratively with Deans, Associate Deans and discipline coordinators/chairs on enrollment related matters (ie: admissions, curriculum, graduation, registration, etc.)
- Initiates, researches, recommends, and actively participates in policy changes and new policies and related procedures on student enrollment related matters



- Provides leadership for the development, design, delivery and assessment of programs and services provided by the units ensuring goals and key performance indicators are achieved
- Responsible for all staffing activities including the hiring, orienting, training, scheduling, managing and termination of staff; Administers the Collective Agreement for personnel
- Ensures staff are well trained and knowledgeable in all relevant systems, policies and procedures
- Authorizes and approves exceptions to policies related to refunds, registration issues, withdrawals, graduation eligibility, probation and special case requests from students
- Initiates, co-ordinates, plans and supports the implementation, development and maintenance of the Student Information System and other related computer systems collaboratively with appropriate stakeholders
- Ensures the maintenance, security, integrity and accuracy of all student records and compliance with external reporting requirements for relevant student enrollment related information
- Ensures compliance with government legislation
- In conjunction with the Registrar, manages the planning, security, maintenance and administration of all student information systems relating to College operations
- Participates in and/or manages special projects, oversees needs assessment, viability studies and survey, provides administrative guidance, liaises with stakeholders, conducts research, prepares reports and provides advice to support decision making
- In conjunction with the Registrar, leads the development of a comprehensive strategy to deliver training on administrative systems and policies to departmental staff, users of the student information system with faculties, departments, and staff in other units providing student advising services
- Develops and manages the production of internally and externally driven reports including statistical reports
- In conjunction with the Registrar, plans, implements and manages department budgets and strategic and tactical plans
- Manages departmental expenditures and reassesses departmental needs based on funding available
- Liaises internally and externally regarding information pertaining to policies, procedures, student and statistical information
- Manages the content accuracy, updating, and dissemination of a wide range of College publications including, the online catalogue, Program Guide, Registration Guide, Admissions Guide, Course and Examination Timetables and a variety of service and informational brochures. Also manages the updating of external Web sites such as BC Online Transfer Guide and Education Planner a national web site for post-secondary institutions
- Represents the Department or the College to appropriate internal committees and/or external agencies or schools as assigned by the Registrar
- Collaborates with internal and external stakeholders to ensure that College services, records, policies, procedures and systems provide excellent services to students
- Explores, researches, analyzes, recommends for funding, implements and maintains emerging technologies to support and/or enhance effective delivery of services within the Office of the Registrar

- Acts on behalf of the Registrar in the Registrar's absence
- Performs other related duties

### EDUCATION, EXPERIENCE AND SKILLS

- Completion of an undergraduate degree from an accredited post secondary institution. Master's degree is preferred. A minimum of 7 to 10 years of experience in registrar, student services, and/or enrollment management office or an equivalent combination of education and experience
- A minimum of 5 years of management and leadership experience and supervision of staff.
- Proven experience in a complex, unionized, public sector environment
- Proven management, planning, organizational, leadership, judgement and administrative skills
- Proven project management skills including dealing with conflicting priorities, needs and deadlines
- Relevant previous experience with engineering business processes and the design, development and delivery of programs
- Proven ability in building collaborative working relationships in order to achieve outcomes in the Colleges interests
- Proven ability to model professional, ethical and collaborative behaviours
- Excellent written, presentation and oral communication skills
- Excellent interpersonal and consensus-building skills
- Excellent understanding of information systems and technologies related to student enrollment
- Proven ability to establish priorities, organize, schedule and solve problems and tasks
- Proven experience with managing budgets
- Excellent analytical, problem solving skills and conflict resolution skills
- Comprehensive experience with interpretation and application of complex policies and regulations
- Proven ability to provide and deliver excellent customer service
- Current knowledge of issues, literature and best practices in the area of strategic enrollment management and student success

### LEADERSHIP COMPETENCIES

- **Professional and Ethical Behaviour** – Demonstrates integrity, credibility, confidentiality, and responsibility in all interactions. Possesses high ethical standards and an honest, open, and consistent approach to working with peers, employees, and staff. Completes what he/she commits to doing.
- **Analytical and Problem-Solving Skills** – Consults appropriately; thoroughly collects data and analyzes problem in context of organizational goals; uses sound judgment, builds consensus, makes independent decisions appropriately; implements solutions appropriately.
- **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.



If loving what you do and being good at it is your definition of a great career  
...welcome to Douglas

- **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.
- **Innovative & Entrepreneurial Approach** – Seeks out possibilities, develops new ideas, and effectively moves them forward. Is creative, innovative and takes advantage of opportunities, while recognizing the necessity of working with limited resources and in alignment with the strategic directions of the College.
- **Employee Centric**– Anticipates, responds, and attends to the needs of employees and other internal and external customers of the department and organization.
- **Effective Working Relationships** – Treats staff, colleagues, and students with respect; resolves conflict respectfully and in a timely way, negotiates effectively, and provides effective feedback to colleagues / direct reports.
- **Administrative Skills** – Provides leadership and ensures accountability for achievement of 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.
- **Energetic and Adaptable** – Is prepared to take on longer-term initiatives and does so with enthusiasm; has the ability to adapt to new and changing situations; able to alter course/direction when necessary; enjoys and embraces new challenges. Flexible; able to deal with stress effectively.