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Position Description



Assistant Registrar, Scheduling and Registration

Department/Faculty **Student Services - Registrar's Office**

Home Campus (Location) **Surrey Main - Surrey, BC**

Employment Duration **Permanent**

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Kwantlen Polytechnic University (KPU) is more than just a place to learn; it's a university powered by the people who live and work here—students, staff, and faculty alike. As one of BC's Top Employers, we strive to implement initiatives that will attract, support, engage, and retain KPU's people and create an environment where all employees see themselves as contributing to student learning. Join us today and transform your future!

Competition ID:	3934		
Internal Closing Date:	Open until filled.		
External Closing Date:	Open until filled.		
# of Openings:	1		
*Salary Information:	9 – Administrative Salary Grid - \$79,731 to \$116,939		
Employment Type:	Permanent Full Time		
Workplace Type:	Hybrid		
Travel Frequency:	Occasional travel between campuses is required.		
Employee Group:	Administration/Management		
Days of Work (BCGEU):			
Hours of Work (BCGEU):			
Hours per Week (BCGEU):			

Job Overview: Assistant Registrar, Scheduling and Registration

This role reports to the Associate Registrar. Reporting directly to this position are members of the Registration and Scheduling unit. The Associate Registrar reports to the Associate Vice President, Enrolment Services and Registrar.

The primary function of the Assistant Registrar, Scheduling and Registration is to ensure the efficient and effective operation of the Scheduling and Registration units. They are responsible for the ongoing management and delivery of scheduling and registration services as an integral part of KPU's enrolment services plans, assessing and initiating changes to existing systems and services, and developing new processes that ensure

effective operations and services to the KPU community. This involves leading a strong team in the delivery of service excellence, while providing functional, technical and operational expertise in the management of service delivery and student scheduling and registration systems to the Office of the Registrar and the University.

The incumbent is a process-driven problem solver who utilizes their analytical and technical skills in the field of post-secondary scheduling and registration. They are also a champion of service delivery, leading a team that consistently works to improve service quality, staff productivity and systems efficiency.

The incumbent ensures KPU maintains compliance with university, provincial, and federal policies and reporting requirements. To that end they maintain a deep understanding of University policies and KPU's student information system along with other related systems, in order to guide the implementation, maintenance and advancement of systems and service goals within the Office of the Registrar.

Note: A resume review will be conducted on March 24th, however the posting will remain open until filled.

EDUCATION & EXPERIENCE:

- A bachelor's degree
- Minimum of five (5) years recent related experience in or supporting the Office of the Registrar, in progressively responsible positions related to the delivery of effective scheduling and registration systems and services.
- Minimum three (3) years management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset.
- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency.
- Or an equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

- In-depth knowledge of Canadian post-secondary education systems.
- Demonstrated analytical skills, including problem-solving and needs analysis. Excellent organizational skills, including the ability to set priorities and meet deadlines. Ability to work independently, exercise good judgment and demonstrate initiative.
- Demonstrated ability as a functional lead administering a Banner Student area, ideally Class-Schedule and Registration.
- Experience in a comparable student information system may be considered.
- Demonstrated ability as a functional lead administering Ad Astra or a similar academic scheduling system.
- Demonstrated ability as a functional lead administering a continuing education and workforce development registration system such as Ellucian Elevate or a similar "search, register and purchase" shopping-cart style platform.
- Demonstrated ability to motivate and encourage teams in creating a cohesive working environment.
- Experience in business workflow design and business process improvements.
- Demonstrated ability using database reporting tools, web systems and software. Certification as a Microsoft Office Specialist in MS-Excel, MS-Word, and MS Access an asset.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to develop flexible approaches toward work procedures and to exercise tact, diplomacy and conflict resolution skills; uses sound judgement.
- Ability to establish and maintain effective working relationships with University administration, faculty, and staff.
- Ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. 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.
- 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.
- Intercampus travel may occasionally be required, possession of a valid driver's license and access to a vehicle is preferred.

Please click [here](#) for a more detailed job description

*Salary Information

The above compensation range is the span between the minimum and maximum base salary for a position. Typically, initial salary placement is approximately halfway between the minimum and the maximum. This represents an employee that possesses full job knowledge, qualifications and experience for the position. In the normal course, employees will be hired, transferred or promoted between the minimum and approximately halfway of the salary range for a job with consideration given to internal equity.

#LI-KY1

Total Rewards

As a part of our total rewards offerings, KPU also offers extended health and dental benefits, healthcare spending account, generous vacation package, defined pension plan, parenthood top-up, sick leave, long-term disability,

life insurance, professional development days, tuition waiver, inhouse training & development, inter-campus transportation, and more! Note: eligibility requirements apply, benefits may vary if the position is temporary or part-time.

Visit <https://www.kpu.ca/hr> for more information on KPU's workplace, culture and total rewards.

Note to Applicants

Kwantlen Polytechnic University welcomes and encourages applications from equity deserving groups and diverse experiences including, but not limited to, Indigenous people, racialized people, people with disabilities, and members of the 2S/LGBTQIA+ community.

If there are any barriers that you are experiencing or an accommodation that we can provide to support you through the application process, please reach out to us at talentacquisition@kpu.ca.

Kwantlen Polytechnic University is committed to protecting the safety and welfare of employees, students, and the general public, and upholding the reputation and integrity of the University. For this reason, final applicants will be asked to undergo a background check.

We thank all applicants for their interest in employment with KPU. Only candidates who are legally eligible to work in Canada will be considered; only those selected for an interview will be contacted.

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