Job Title: Associate Registrar & Director of Enrolment Operations & Systems

Date Posted: 08/08/2025
Req ID: 44702
Faculty/Division: UofT Scarborough
Department: UTSC: Office of the Registrar
Campus: University of Toronto Scarborough (UTSC)

Description:

About Us:

The University of Toronto Scarborough is a place of energy, enthusiasm and passion. Our commitment to inclusive excellence attracts the brightest learners, scholars and employees from around the globe. Our success has been made possible by the opportunity given to us by our Indigenous hosts to operate on their territory, and we cherish our continuing partnerships with these communities. The University of Toronto Scarborough is an exciting campus with unlimited potential. Join us on our journey.

The Office of the Registrar is responsible for student recruitment and admissions, direct and online service to current students, including registration, financial aid, scholarships, academic assessments, graduation and petitions. It also provides course scheduling, administration of tests and exams, enrolment data analysis and business intelligence.

It is the vision of the Office of the Registrar to connect every student to success by providing excellent service and support to students, faculty, staff and the broader community. Members of the Office of the Registrar team value accountability, inclusivity, community and leadership and take pride in work that is student-focused and meaningful.

This search aligns with the University's commitment to strategically and proactively promote diversity among our community members (Statement on Equity, Diversity & Excellence). Recognizing that Black, Indigenous, and other Racialized communities have experienced inequities that have developed historically and are ongoing, we strongly welcome and encourage candidates from those communities to apply.

Your Opportunity:

Under the general direction of the Registrar and Assistant Dean, Strategic Enrolment Management, the Associate Registrar & Director of Enrolment Operations & Systems is a key member of the Registrar's senior leadership team and is responsible for full managerial authority over the staff in the Department of Systems and Operations, Office of the Registrar, including the Convocation and Records group, the Examinations Group, the Scheduling group, the Accommodated Tests and Examinations Group and the Business Intelligence and Systems group, in the areas of human resources, labour relations and financial management. The incumbent will also be responsible for all aspects of registrarial services to the academic departments on campus, establishing policies, practices and procedures, maintaining a detailed understanding of registrarial business processes, and corresponding data processing and reporting requirements.

Given the priority placed on enrolment by the campus, the Associate Registrar & Director of Enrolment Operations & Systems will leverage a Strategic Enrolment Management (SEM) mindset to ensure that the quality of administrative services provided by the Office of the Registrar will provide maximum efficiency of resource allocation and both administrative and student satisfaction. The incumbent will also serve as an expert resource on systems development for the Office of the Registrar and the campus.

As the Co-Director of the Institutional Planning and Research Office (IPRO) and with a dotted line reporting relationship to the Vice-Principal Academic & Dean and the Chief Administrative Officer, responds to data requests through their own unit and/or forwards the requests to the unit best positioned to provide the information. The benefits of an integrated decision support team is to underpin data driven decision making through reviews and deliberations on the virtual IPRO, as currently constituted, and will make recommendations for strategic decisions impacting UTSC and its resources.

From time to time the incumbent may be called upon to serve as the Acting Registrar.

Essential Qualifications:

I. EDUCATION:

- Graduate degree or acceptable combination of education and experience in the area of Registrarial operations and/or enrolment analytics

II. EXPERIENCE:

- A minimum of eight (8) years progressively responsible experience within a University or College setting preferably in a Registrarial operations and/or enrolment analytics environment.
- A minimum of five (5) years management experience.
- Superior demonstrated knowledge of best practice in post-secondary Registrarial operations and/or enrolment analytics.
- Project management experience is required.
- Experience in public speaking or staff training.
- Demonstrated experience managing in a unionized environment.

III. SKILLS:

- Excellent interpersonal skills with the ability to communicate effectively and develop good working relationships with students, co-workers, senior university administrators, and external clients.
- Team-building and conflict management and investigation skills. Strong organizational, planning, and time management skills.
- A solid understanding of relational databases, a sound knowledge of a student records system, preferably ROSI (Repository of Student Information).
- Strong computer skills with working knowledge of Microsoft Office with advanced knowledge of Excel and Word. Highly developed database management and data visualization tools skills.

IV. OTHER:

- Good knowledge of university policies, procedures and collective agreements.
- Ability to analyze complex technical tasks and implement solutions.
- Experience managing large projects with multiple stakeholder groups.
- Possess ability to think logically and consistently, plan, coordinate, and demonstrate a commitment to improving the work environment.
- Must be able to negotiate, organize a heavy workload and set priorities.
- Ability to recognize and maintain the confidentiality of sensitive personal and operational information.
- High degree of professionalism, tact, patience, discretion and good judgment.
- Applicants are also expected to show evidence of a commitment to equity, diversity, inclusion, and the promotion of a respectful and collegial learning and working environment.

Note:

- This role is currently eligible for a hybrid work arrangement, pursuant to University policies and guidelines, including but not limited to the University of Toronto's Alternative Work Arrangements Guideline.

Closing Date: 08/25/2025,11:59PM ET
Employee Group: Salaried
Appointment Type: Budget - Continuing
Schedule: Full-Time
Pay Scale Group & Hiring Zone: PM 5 -- Hiring Zone: $120,499 - $140,583 -- Broadband Salary Range: $120,499 - $200,831
Job Category: Administrative / Managerial