

*Mount Allison acknowledges, honours, and respects that the land named Sackville, NB is part of the unceded territory of the Mi'kmaq People who are the historic inhabitants, custodians, and dwellers on the land where our University is built and confirms its commitment to strengthening relationships with all Indigenous people.*

**Position title:** Associate Registrar - Records, Registration and Student Services

**Department:** Registrar's Office

**Type:** Full-time continuing position

**Opportunity type:** Non-academic

**Classification:** Admin Grade 7

**Salary range:** \$68,601 to \$91,464 per annum

**Supervisor's title:** Registrar

**Hours of work:** 35 hours per week

**Posted date:** June 12, 2026

**Closing date:** This position will remain open until filled

## **Position description**

### **Join a Team That Supports Student Success**

Are you an experienced academic services leader who enjoys improving processes, supporting people, and helping students navigate important academic milestones?

Do you bring strong judgement, care, and attention to detail to records, registration, and student service work?

You might be exactly who we're looking for!

### **In This Role, You'll Be:**

- Leading records, registration, and student service operations within the Registrar's Office
- Supporting students, faculty, and staff with professionalism, accuracy, and care
- Ensuring academic records and registration processes are confidential, accurate, and aligned with university policies
- Supervising and supporting a collaborative, service-focused team
- Working with campus partners to strengthen processes, systems, and the student experience

### **You'll Thrive Here If You:**

- Are a thoughtful, student-centred leader
- Have experience in records, registration, student services, or academic administration
- Communicate clearly and professionally with diverse groups

- Use sound judgement when managing sensitive information and complex situations
- Enjoy improving processes and contributing to a positive, supportive office culture

### **Position description**

Reporting to the Registrar, the Associate Registrar – Records, Registration & Student Services provides strategic leadership and operational management for student academic records, registration systems, timetable and exam administration, academic standing, curriculum system implementation, convocation and graduation processes, and core student service delivery within the Registrar’s Office.

The role ensures the integrity, security, regulatory compliance, and accuracy of the University’s academic record, while advancing service modernization, digital transformation, and operational effectiveness aligned with Mount Allison University’s Strategic Enrolment Management framework.

The Associate Registrar exercises delegated academic decision-making authority, supports Senate and committee governance, supervises student service staff, and acts on behalf of the Registrar as required.

### **Responsibilities**

#### **Academic Records, Registration & Student Permissions**

- Lead and supervise institutional registration processes for all terms.
- Assess and render decisions on:
  - Readmission applications from former students
  - International student leave of absence requests
  - Late registration, course withdrawal, and university withdrawal petitions
  - Letter of Permission requests while on academic probation
  - Requests to pursue a second undergraduate degree
- Provide formal decision support to Academic Deans regarding:
  - Course overload approvals
  - Timetable conflict permissions
  - Exceptional academic progression matters
- Ensure timely submission and accuracy of final grades and academic record updates.

#### **Academic Standing, Graduation & Convocation**

- Oversee institutional procedures to:
  - Assess and record annual academic standing
  - Communicate standing outcomes in accordance with Senate regulations
- Lead registrarial processes for:

- Graduation eligibility verification
- Convocation preparation, certification, and execution

### **Timetable, Exams & Course Infrastructure**

- Manage institutional timetable development, classroom allocation, and scheduling processes.
- Oversee Fall/Winter and Spring/Summer exam administration, including:
  - Scheduling, supervision, security, and deferred/supplemental exams
  - Accommodation adjudication in accordance with policy and accessibility requirements
  - Remote and external invigilation arrangements
- Coordinate and configure system setup for:
  - Independent studies, exchanges, EXPL, MSc, and Spring/Summer courses
  - Special Topics courses, including prerequisites, descriptions, and registration rules

### **Curriculum Systems, Calendar & Academic Governance**

- Manage system implementation of:
  - New courses and programs
  - Revisions to existing curriculum and degree requirements
- Lead production and maintenance of the bi-annual University Academic Calendar (print and online).
- Provide senior operational support to Academic Matters Committee and Senate processes by:
  - Reviewing submissions for regulatory and curricular compliance
  - Advising the Registrar and Deans on risks or inconsistencies
  - Preparing agendas, minutes, and Senate documentation

### **Records Management, Privacy & External Compliance**

- Develop and implement policies and procedures for student records management, retention, and disposal in consultation with the Registrar and/or University Archivist.
- Authorize and manage release of student information to:
  - External third parties in compliance with privacy legislations
  - Athletics governing bodies for eligibility verification
- Ensure institutional compliance with academic regulations and data governance standards.

## **Specialized Program & Institutional Coordination**

- Provide registrarial oversight for specialized academic programming (e.g., Aviation programs), including:
  - Liaison with students, faculty, Financial Services, and external training partners
  - Tracking registration and academic progress in program components

## **Student Service Operations & Staff Supervision**

- Provide guidance in interpretation of University regulations, policies, procedures, in consultation with Registrar and Deans.
- Supervise Student Service Coordinators responsible for:
  - Registration and enrolment services
  - Fees, transcripts, and records processing
  - Admissions and related student services
- Hire, train, schedule, and evaluate support staff, including registration helpdesk personnel.
- Identify service inefficiencies and implement operational improvements.
- Provide cross-functional support to advising, admissions, and financial aid operations as required.
- Ensure resolution of matters escalated to them by staff

## **Technology, Systems & Process Modernization**

- Provide leadership for:
  - Student information system configuration, upgrades, and integrations
  - Registration, scheduling, and records-related technology enhancements
- Liaise with Computing Services Department to implement continuous service improvement and digital modernization initiatives.

## **Committee Participation & Institutional Service**

### Internal

- Academic Matters Committee (operational and governance support)
- Orientation and related student transition initiatives
- Additional Senate or institutional committees as assigned

### External

- Participation in regional or national registrarial and data-exchange initiatives as appropriate.

## **Acting Authority & Peak-Period Operations**

- Act on behalf of the Registrar during absences.

- Work extended and flexible hours during peak operational periods, particularly:
  - Registration cycles
  - Examination periods
  - Convocation preparation

Perform other duties as assigned.

### **Decision-Making & Accountability**

- Exercises delegated authority in confidential academic and student matters.
- Interprets and applies University regulations, policies, and Senate decisions.
- Ensures accuracy of the academic record and compliance with institutional and legislative requirements.

Consequences of error may include:

- Breach of confidentiality or privacy legislation
- Incorrect academic standing or graduation outcomes
- Regulatory non-compliance or reputational risk to the University

### **Qualifications/skills**

- Undergraduate degree
- Progressive experience in a university Registrar's Office or closely related academic administration environment
- Demonstrated experience with academic regulations, records management, student information systems, and data governance, management and control
- Strong judgment, discretion, and decision-making ability, with a demonstrated commitment to student-centred service, equity, privacy, and regulatory compliance
- Strong collaborative interpersonal and communication skills
- Demonstrated ability to lead and supervise staff with a positive, supportive approach, particularly during periods of significant change
- Advanced organizational, analytical and problem-solving skills in complex, deadline-driven environments
- Proficiency with enterprise student systems, with the ability to lead technological and process-related change

If you are interested in the challenges and opportunities this position has to offer, we want to hear from you! Please submit a resume and cover letter by uploading them using the submission link provided below. Documents should be submitted in PDF format and clearly labeled with your full name. This position will remain open until the position is filled.

Only those already eligible to work in Canada need apply. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Application materials will be collected for recruitment purposes only and handled in accordance with the University's privacy and records-management practices. If you experience any difficulty accessing the link, please contact [hr@mta.ca](mailto:hr@mta.ca) for assistance.

### Submit Résumé and Cover Letter

Mount Allison is committed to diversity and inclusiveness. We encourage applications from members of racialized communities, Indigenous persons, persons with disabilities, and persons of all sexual and gender identities. We seek candidates with qualifications and knowledge to contribute specifically to the further diversification of our campus community.

At Mount Allison, we are committed to ensuring your interview experience is as comfortable and accessible as possible. If you require any accommodations or adjustments during the interview process, please do not hesitate to inform us. Your needs are important to us, and our dedicated team is here to support you.

Visit our website at [www.mta.ca/employment](http://www.mta.ca/employment) for other employment opportunities at Mount Allison University or to register to receive e-mail notification of new opportunities.