



## **POSITION DETAILS**

Position Title:            Manager, Service Experience  
Department/Unit:        Registrar's Office  
Location:                 Halifax

## **About Dalhousie University**

Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our almost 21,000 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that celebrated 200 years of academic excellence in 2018.

## **Job Summary**

The Registrar's Office (RO) is a large, multi-site operation involved in the entire academic experience of Dalhousie students, from recruitment and admissions through to convocation and beyond. Reporting to the Associate Registrar and Director of Service Strategy and Financial Aid, the incumbent is responsible for managing and creating a highly effective customer service culture within the team that focuses on creating a positive experience for prospective and current students, parents, guidance counselors, faculty, and staff, while also meeting critical operational milestones.

## **Key Responsibilities**

- Operationalize a Service Excellence Framework by creating and managing a highly effective customer service team, focused on meeting the needs of current and future Dalhousie students and the surrounding community.
- Oversee the lifecycle of operational activities across all areas of the unit, ensuring co-ordination and communication with all Hub staff.
- Guide the development of procedures for the effective delivery of services, ensuring documentation is maintained, implemented and staff trained.
- Oversee the Registrarial functions including all in person inquiries, telephone communications, chat, and email correspondence related to student record, admissions, financial aid, registration, confirmation of enrolments, transcripts, graduation, and letter of permission.
- Hire, supervise and train six full-time, direct reports.
- Ensure financial policies and procedures are followed in relation to deposits, uStore, Interac machines, and payments.

## **Required Qualifications**

- Undergraduate degree required, with a minimum of three and five years' related administrative experience (or an equivalent combination of training and experience).
- Experience developing business processes, policies and procedures.
- Experience providing exceptional customer service.

- Proven excellence in staff supervision and management, and high degree of interpersonal communication skills.
- Ability to maintain a high level of confidentiality.

### **Assets**

- Master's degree.
- Experience in a university setting.

### **Job Competencies**

The successful candidate is expected to demonstrate proficiency in Dalhousie's core and leadership competencies (<https://www.dal.ca/dept/leaders.html>), in particular:

- Respect & Inclusion
- Communication
- Service
- Thinking and Acting Strategically
- Accountability for Performance & Results
- Change & Innovation

### **Additional Information**

*Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.*

### **Application Consideration**

Applications from current university employees and external candidates are assessed concurrently. Current university employees will be given special consideration.

We sincerely appreciate all applications and note that only candidates selected for an interview will be contacted directly by the hiring department or Human Resources.

### **Diversity Statement**

*Dalhousie University commits to achieving inclusive excellence through continually championing equity, diversity, inclusion, and accessibility. The university encourages applications from Indigenous Peoples of Turtle Island (especially Mi'kmaq), persons of Black/African descent (especially African Nova Scotians), and members of other racialized groups, persons with disabilities, women, persons identifying as members of 2SLGBTQIA+ communities, and all candidates who would contribute to the diversity of our community. In accordance with our Employment Equity Policy, preference will be given in hiring processes to candidates who self-identify as members of one or more of the equity-deserving groups listed above. For more information, including details related to our Employment Equity Policy and Plan and definitions of equity-deserving groups please visit [www.dal.ca/hiringfordiversity](http://www.dal.ca/hiringfordiversity)*

### **Posting Details**

Number of Vacancies 1  
Open Date 08/20/2024  
Close Date 09/03/2024

Quick Link for Direct Access to Posting <https://dal.peopleadmin.ca/postings/17428>

***Note: Due to operational requirements, the successful applicant is required to work in-person on campus.***