

University Registrar

Waterloo, Ontario, Canada

Full time

Job Requisition ID: 2025-00544

Employee Group: Staff

Job Category: Administrative Management

Employment Type: Permanent

Hiring Range: \$171,621.72 - \$214,527.15

How to apply: visit [Careers](#)

Posting Information:

The posting deadline for this position is September 30, 2025 at 11:59PM

Job Description:

Primary Purpose

Reporting to the Associate Vice-President, Strategic Enrolment Management (AVP-SEM), the University Registrar provides leadership and strategic direction to the University's registrarial portfolio. Working in close partnership with the AVP-SEM, this role provides institutional leadership and advice to the University's senior administration team and relevant academic bodies in areas such as admission and transfer credit assessment, strategic enrolment management, student financial aid and scholarships, academic records, systems management, enrolment, convocation, course and examination scheduling, and academic policy. The University Registrar is a voting member of Senate and a member of Executive Council.

The Registrar ensures that matters related to student records are handled with integrity and works collaboratively with constituents throughout the University to implement systems, policies and procedures that improve registrarial functions, thereby enhancing

the student, faculty, and staff experience. Externally, the University Registrar maintains close relationships with relevant government agencies (including the Council of Ontario Universities), and with registrarial leaders at other universities.

Key Accountabilities

Policy, Governance, and Compliance

- Designs, monitors, interprets and enforces University academic policies in consultation with the Faculties to ensure compliance with relevant legislation.
- Provides expert advice to senior administration, Senate and Faculty committees on the development and revision of University policy as it relates to academic standards.
- Develops and apply academic and administrative policies to support enrolment management goals.
- Identifies, recommends, and advocates for legislative changes that support student access, enrolment management, and academic integrity.
- Positions the Office of the Registrar as a campus leader in advancing equitable access and reducing barriers for students across the entire student life cycle.

Enrolment Management and Student Access

- Oversees the processing and assessment of applications and documents for admission to the University, as well as the transfer credit process and assessment for applicants with prior and applicable post-secondary studies.
- Collaborates with the AVP-SEM, the Office of the Provost and the Office of Institutional Analysis & Planning to ensure accurate and timely enrolment reporting to the Ontario Ministry of Advanced Education and Skills Development (MAESD) and senior University leadership.

- Oversees financial aid and scholarship programs for incoming and current students, including the Ontario Student Assistance Program (OSAP), ensuring compliance with government regulations and optimizing institutional resources to support student success.
- Provides leadership to the team responsible for working towards meeting student financial needs while maximizing the use of the University's financial resources and ensuring compliance with government and University regulations.
- Oversees and supports the University's international student recruitment efforts, working collaboratively with campus stakeholders to expand reach and build global connections.

Registrarial Operations and Student Services

- Provides leadership to a comprehensive set of student services, including classroom allocation and exam scheduling; transcripts; receipt and initial processing of academic petitions; grades recording and release; convocation support as it relates to registrarial activities (e.g. diploma production and distribution); degree audit; letters of permission; transfer credit; and sundry a variety of enrolment processes (changes of majors, applications for Faculty transfer, readmission, degree and enrolment verification).
- Provides client-focused service to students, faculty, and staff through clear policy guidance, streamlined procedures, and accessible communication.
- Collaborate with Faculties to harmonize academic and registrarial policies and practices, where appropriate, to improve efficiency and service consistency across the University.
- Demonstrates fiscal leadership by streamlining systems, leveraging technology, and prudently managing financial and human resources.

Systems, Data, and Process Improvement

- Champions the implementation of effective and efficient systems and process efficiencies that support recruitment, application and admission, financial aid, scholarship and bursary management, course catalogue management, class and exam scheduling, class enrolment, academic progression and degree audit, convocation, marketing, communications, and student front-line service and support.
- Provides institutional leadership in the implementation of the new Student Information System, ensuring integration with enrolment, data governance, and reporting requirements.
- Safeguards the integrity of student records and data, implementing access, retention, and privacy policies in alignment with legislation and best practice.
- Establishes metrics and key performance indicators (KPIs) for the Office of the Registrar in collaboration with senior leadership.
- Measures and evaluates the effectiveness, efficiency, and quality of services and supports provided by the Office of the Registrar against these metrics and KPIs.
- Fosters a culture of continuous improvement by regularly reviewing policies, processes, and services, implementing innovations that enhance efficiency, accessibility, and the student experience.

External Relations and Representation

- Represents the University with government agencies, professional associations, and registrarial counterparts at provincial, national, and international levels to advance Waterloo's interests.
- Builds strategic relationships with external partners (e.g., Ministry of Colleges, Universities, Research Excellence and Security (MCURES), the Council of Ontario Universities (COU), the Ontario Council on Articulation and Transfer (ONCAT), the

Ontario University Registrars' Association (OURA), the Association of Registrars of the Universities and Colleges of Canada (ARUCC), and the American Association of Collegiate Registrars and Admissions Officers (AACRAO) and counterparts at other universities to influence policy, share best practices, and advance the profile of the University of Waterloo.

Required Qualifications

Education

- A Bachelor's degree in a relevant field (e.g., Higher Education Administration, Educational Policy, Public Administration, Business Administration, Information Systems, or a related discipline), or an equivalent combination of education and experience.
- A graduate degree is considered an asset.

Experience

- Demonstrated experience in a registrarial environment, preferably within a university setting.
- Proven track record of oversight over a large, multi-faceted department, with transformational leadership experience and success leading people through organizational and operational change.
- Strong awareness of registrarial best practices and expertise in strategic enrolment management.
- Experience introducing improvements to registrarial systems, processes, and activities to advance student success and reduce barriers to access.
- Demonstrated success in managing financial and human resources strategically, balancing operational needs with budgetary constraints, and aligning resources with institutional priorities.

- Demonstrated success in working with government agencies and with counterparts at other universities across Canada to maintain compliance, share best practices, and advance institutional priorities.
- Experience fostering a student-centered culture, designing and implementing policies and programs that enhance equitable access, student support, and overall student success.

Knowledge/Skills/Abilities

- Knowledge of best practices in registrarial operations, academic policy, and strategic enrolment management (SEM).
- Knowledge of financial aid and scholarship programs, including government regulations (e.g., OSAP) and institutional requirements.
- Knowledge of systems, data governance, and emerging technologies applicable to student information systems, registrarial processes, and student services.
- Advanced verbal and written communication skills, including the ability to convey complex policies and decisions clearly to diverse audiences.
- Strong analytical and problem-solving skills, including the ability to synthesize quantitative and qualitative information to inform decisions.
- Confidence and judgment to make sound decisions that balance institutional and student interests.
- Strong organizational skills with the ability to coordinate multiple projects simultaneously and synthesize complex and diverse information.
- Excellent interpersonal, relationship-building, and consultative skills to navigate complex internal and external partnerships.
- Ability to convey a strong vision and sense of direction for the Registrar's Office, using active listening and a consultative leadership approach that ensures faculty, staff, and students feel heard and supported.

- Proven track record of inspirational leadership that empowers staff, fosters engagement, and supports professional development.
- Capacity to stay current with emerging technologies, maximize registrarial efficiencies, and champion continuous process improvement.
- Genuine interest in student needs, concerns, and success, with a demonstrated commitment to reducing barriers and improving student experiences.
- Record of innovation, forward-thinking, and constructive risk-taking grounded in thoughtful inquiry and dialogue.
- Ability to work effectively with diverse populations, resolving issues in a collegial and collaborative manner.

Equity Statement

The University of Waterloo acknowledges that much of our work takes place on the traditional territory of the Neutral, Anishinaabeg, and Haudenosaunee peoples. Our main campus is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River. Our active work toward reconciliation takes place across our campuses through research, learning, teaching, and community building, and is coordinated within the Office of Indigenous Relations.

The University values the diverse and intersectional identities of its students, faculty, and staff. The University regards equity and diversity as an integral part of academic excellence and is committed to accessibility for all employees. The University of Waterloo seeks applicants who embrace our values of equity, anti-racism and inclusion. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuk (Inuit), Black, racialized, a person with a disability, women and/or 2SLGBTQ+.



Positions are open to qualified candidates who are legally entitled to work in Canada.

The University of Waterloo is committed to accessibility for persons with disabilities. If you have any application, interview, or workplace accommodation requests, please contact Human Resources at hrhelp@uwaterloo.ca or 519-888-4567, ext. 45935.