SUMMARY STATEMENT:

The Assistant Registrar is responsible for the management and supervision of the operations of the Admissions and Registration, Articulation and Assessment Services and Information Services Units within the Registrar’s Office. Working through subordinate supervisors, the incumbent is expected to handle multiple responsibilities, solve complex problems and ensure that systems and processes meet service expectations and strategic goals for admissions and registrations. In addition, the incumbent is responsible for assisting the Registrar in other key areas and acting as the Registrar in their absence. Given that the Registrar will be involved in multiple province-wide projects as well as provincial, national and international conferences, these absences will be significant. In the absence of the Registrar the Assistant will act on all matters, including making decisions, handling appeals, attending meetings, interpreting and implementing policies, etc. that the Registrar normally engages in while on campus. The Assistant will be the College’s institutional contact person for the Alberta Council on Admissions and Transfer.

RELATIONSHIPS:

Reports to: Registrar

Subordinate Staff: PLAR Coordinator (Level 10), Information Services Coordinator (Level 9) and Staff (5 staff), Assistant Coordinator (Level 7), Student Services Assistants (8 staff)

Other internal contacts: Contact with students, faculty and staff at all levels typically results in decisions being made or changes in procedures.

External contacts: Parents, general public, prospective students, governments (federal and provincial) and related agencies, professional bodies, contracted partners, post secondary institutions, high schools. The nature of external contacts is a representative of the College with delegated authority to release information, make decisions or give advice.

RESPONSIBILITIES/DUTIES:

1. Provides senior level leadership for the institution in the area of admissions and registration. (50%)
   a) Functional Expertise
      • Acts as the College’s main expert and resource on admissions and registration.
         o Collaborates with Information Technology and other key resources in the Registrar’s Office regarding best practices.
         o When required (e.g. media requests) acts as the college spokesperson regarding admissions and registration statistics.
      • Considers all student complaints regarding admissions and registrations and sets up appropriate processes for resolution as specific terms are not outlined in the Student Dispute, Appeal, and Misconduct Processes.
• Ensures compliance with FOIP legislation by consulting with the FOIP Coordinator and responding to student issues involving privacy concerns.

b) Operational Leadership
• Provides direction on day to day operations for Admissions and Registration, Articulation and Assessment Services and Information Services, and consults with other areas of the Registrar’s Office to ensure coordination of services and effective use of resources.
• Coordinates schedules with other service areas to ensure there is adequate service coverage.
• Organizes work and delegates responsibility to maintain service and operational standards.
• Ensures units membership on teams, work groups and committees in order to represent the Student Services mandate.
• Enables teamwork, collaboration and information sharing to foster better customer service.
• Coordinates the collection and maintenance of statistics for planning and reporting purposes (internal, external and government).
• Communicates impact of changes to all work units to ensure effectiveness in meeting the objectives of the Strategic Enrollment Plan and the needs of the College and its clients.
• Develops, implements, monitors and evaluates procedures and policies for admissions and registrations.
• Coordinates the maintenance of all admissions records in the Registrar’s Office through the work of the Student Services Assistants.

c) Manages Budgets
• Develops, monitors, and analyzes budgets in conjunction with Unit Coordinators.
• Prepares business cases and costing worksheets for new initiatives.
• Coordinates the implementation of approved budgets including personnel, capital, operations and renovations.
• Responsible for managing unit budget.

2. Leads and supervises staff (30%)
• Recruits, selects and supervises day-to-day activities of staff under direct supervision in compliance with Human Resources policies and procedures, FOIPP and collective agreements.
• Plans, organizes and coordinates formal and informal orientation and training of employees under direct supervision.
• Conducts performance enhancement process in accordance with standard practice and collective agreements.
• Initiates disciplinary process, within scope of authority and in consultation with Human Resources, in compliance with College policies and standard practices.
• Manages personnel issues that arise between performance planning activities.
• Manages and allocates workload when necessary and helps define priorities, approving the use of overtime when necessary.
• Approves, monitors, and reports vacation and other absences for all staff under the direct supervision. Arrange for coverage for all vacation and long-term absences as required.
• Provides leadership by disseminating information, providing feedback, advising, and coaching.
• Ensures processes are documented.
• Develops, implements and evaluates training plans.

3. Acts as the Registrar (20%)
• Provides senior level leadership in the absence of the Registrar.
• Monitors the human, financial and technological resources that support the daily operations of the Registrar’s Office in consultation with the Registrar and senior office staff.
• Acts on behalf of the Registrar and has delegated signing authority of the Registrar.
REQUIREMENTS/QUALIFICATIONS:

Education
- Bachelor’s Degree combined with five or more years of related experience

Experience
- Knowledge and awareness of the operation of a post-secondary institution is required.
- Three years proven experience leading and supervising staff and applying collective agreements.
- Experience with Student Information Systems and the ability to develop processes and utilize technology to increase efficiencies.
- Familiarity with Freedom of Information and the Protection of Privacy Act is an asset.
- Comprehensive knowledge of the Registrarial process from recruitment to graduation
- Knowledge of policies, procedures and practices related to student affairs
- Experience in process documentation
- Experience in developing, implementing, and evaluating training plans

PERFORMANCE CRITERIA:

Performance criteria shall include achievement of tasks set out in the position description, annual major objectives, and the completion of special assignments including:

Core Competencies:
- Building Rapport
- Client/Customer awareness
- Integrity
- Interpersonal skills
- Listening skills
- Organizing/Planning ability
- Personal Work Ethic

In addition to the Core Competencies identified as being required by all RDC staff, the following competencies are also integral to the position:

Position Competencies:

As this is a key leadership role, within the Registrar’s Office, it is expected that the incumbent will utilize effective communication, problem-solving, and analytical skills, to lead and motivate individuals to work cohesively in a team environment, and be able to understand and represent the position and priorities of the Registrar.

- Analytical Skills
- Computer Skills
- Consultative Skills
- Initiative
- Flexibility/Adaptability
- Leadership Skills
- Mentoring/Coaching
- Problem Solving/Decision Making
- Oral Communication
- Team Skills
- Tenacity/Results Oriented
- Safety Awareness
- Sensitivity
- Tact
• Tolerance of Ambiguity
• Tolerance of Stress
• Strong change orientation
• Ability to articulate and sustain a vision

Supervisor: ______________________  Date:_____________________________
Incumbent: ______________________ Date: _____________________________