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Assistant Registrar, Enrolment Services

RO UG Records Fees & Registrat

Competition No. - **A114848487**

Closing Date - **Will remain open until filled.**

This competition will be used to fill 2 positions.

Location - North campus

Working for the University of Alberta

The University of Alberta acknowledges that we are located on Treaty 6 territory, and respects the histories, languages and cultures of First Nations, Métis, Inuit and all First Peoples of Canada, whose presence continues to enrich our vibrant community.

The University of Alberta is teeming with change makers, community builders, and world shapers who lead with purpose each and every day. We are home to more than 40,000 students in 200+ undergraduate and 500+ graduate programs, over 13,000 faculty and staff, 260,000 alumni worldwide and have been recognized as one of Canada's Greenest Employers for over a decade.

Your work will have a meaningful influence on a fascinating cross section of people—from our students and stakeholders, to our renowned researchers and innovators who are quite literally curing diseases, making discoveries and generating solutions that make the world healthier, safer, stronger, and more just.

Department summary

Enrolment Services is responsible for the management, planning, organizing and directing of all aspects of student records and registration, class scheduling and timetabling, and tuition and fees. This unit handles special registrations and holds faculty level responsibilities for the Faculty of Open Studies. They manage the Academic Schedule and the official course record, as well as coordinate the final exam schedule. Enrolment Services works with Facilities and Operations to manage centrally controlled classrooms, assign space and supports space optimization and utilization for classrooms. This unit also ensures that all approved tuition and fees are accurately reflected on the student fee assessment and troubleshoots issues as they arise. Enrolment Services serves all undergraduate and continuing education students, and does some work for graduate students.

Position summary

Reporting to the Associate Registrar, the Assistant Registrars, Enrolment Services work collaboratively to oversee the work of the Enrolment Services Unit in the Office of the Registrar. The unit has three Assistant Registrars leading the team and we are currently recruiting to fill two of those roles. These positions will supervise a team of Specialists and front line staff to ensure that a high volume of work is flowing through the unit efficiently, accurately and in a way that is providing service excellence to our students and our partners in Colleges, Faculties and Departments. Always looking to be at the leading edge of registrarial practice, these managers are experts in their field, well connected with their peers, and always assessing and adjusting processes as necessary. They are responsible for ensuring that all policies, procedures and regulations governing the work of the unit are adhered to. The incumbents also responsible for proposing updates to current policies and proposing new ones when necessary.

Duties

- Clearly communicates strategic objectives to own staff. Works with staff to define operational and short term action plans that align with these objectives.
- Is open and interested in new ideas and searches for new methods of doing things. Models innovation, flexibility and resilience for staff.
- Understands the link between individual performance and University performance. Establishes clear performance expectations for individuals and the area; measures performance regularly and recognizes achievement. Addresses performance issues. Accepts responsibility for outcomes of area's work whether positive or negative.
- Provides advice, analysis, and recommendations to the Registrar's Executive Group all matters related to student records and registration, class scheduling and timetabling, and tuition and fees.
- Contributes professional and managerial expertise to the development of plans, objectives, solutions, policies and procedures.
- Synthesizes complex information gathered from a variety of internal and external sources. Completes environment scanning and assesses opportunities and risks. Tracks key analytics and develops reports to support decision making.
- Ensures that the right processes and measures are in place to allow for accuracy in the processing of work related to student records and registration, class scheduling and timetabling, and tuition and fees
- Effectively trains staff to process work items quickly and efficiently, while maintaining accuracy and mitigating risk
- Develops plans to check for quality assurance in the processing, corrects errors when necessary and adjust processes to ensure fewer errors occur in the future
- Creates an environment where staff are motivated to continually improve and offer excellent service to our partners and students

Qualifications

- Minimum Bachelor's degree
- Progressively responsible experience in leadership/management positions
- Strong commitment to service excellence
- Experience managing, assigning and tracking a high volume of work to a team of dedicated professionals
- Demonstrated experience leading and implementing change including developing new strategies, policies and procedures
- High level of critical thinking and excellent analytical problem solving skills

- Ability to operate within a complex and highly decentralized work environment
- Ability to act decisively and to exercise initiative and judgement on a wide range of issues
- Ability to work in conjunction with and take direction from senior administration
- Ability to establish and maintain effective working relationships with a diverse population
- Superior oral and written presentation, interpersonal, negotiation, and mediation skills
- Proven ability to model professional, ethical and collaborative behaviours
- Extensive knowledge of the University of Alberta's policies, procedures and operating requirements
- Excellent computer skills including experience with PeopleSoft and Microsoft Office

In accordance with the [Administrative and Professional Officer Agreement](#), this full time continuing position offers a comprehensive benefits package found at [Faculty & Staff Benefits](#) and annual salary range of \$71,889 - \$119,809.

How to Apply

Apply Online

Note: Online applications are accepted until midnight Mountain Standard Time of the closing date.

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. If suitable Canadian citizens or permanent residents cannot be found, other individuals will be considered. The University of Alberta is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas and the University to apply.