

YORK UNIVERSITY

Job Posting – CPM (Confidential, Professional and Managerial Employees)

Position Title: Assistant Registrar Degree Audit and Special Programs

Reports To: Associate Registrar & Director, Student Records & Scheduling

Job Code: 950272

CPM Salary Grade: F

Faculty/Department: Office of the University Registrar

I. JOB PURPOSE:

In advancing the Division of Students' vision as 'Partners in Student Success', and reporting to the Associate Registrar & Director, Student Records & Scheduling, this position is responsible for managing the process of auditing student records in order to enable students and advisors to track student progress towards completing their degree requirements and ultimately confirming all requirements are met by convocation (approximately 10,000 for February, June and October). The incumbent is also responsible for the student record life cycle from admissions through convocation for York's various special programs.

This position focuses on the degree audit process as well as registrarial support (admissions through convocation) for York's special, niche, and innovative programs. The position works to enhance and re-engineer the Degree Audit process to improve effectiveness, efficiency, streamline process parameters as well as the management and efficient performance of all operations related to Special Programs (e.g., Transition Year Program, dual degree programs, exchange programs, various bridging programs, Outgoing Letter of Permission and new initiatives).

The Assistant Registrar manages a staff responsible for all facets of the student record for new, current and former students in electronic and hard copy formats to ensure the student's record is correct and reflective of the distinct characteristics.

2. MAJOR DUTIES:

A. Operational review and planning

- Reviews operations and re-engineers the degree audit process and special programs to improve effectiveness and efficiency taking into consideration the changing landscape and complexity of degree and special program requirements.
- Provides professional As the University expert in degree audit processes and the detailed student record requirements for York's specialized academic programs, provides direction, policy and procedural recommendations to the decision-making bodies in the Registrar's Office (Management group, Executive group and the Associate Registrar & Director, Student Records & Scheduling).
- Models how new specialized programs will integrate with the current systems in place which include, but are not limited to:
 - Electronic and hard copy records maintenance/management, and the formulation and implementation of processes pertaining to records access and ensuring compliance pan-university.
 - Timely and efficient processing of various enrolment verification and scholarship letters, letters of permission, faculty transfer requests, petitions and expedient and accurate production of diplomas and certificates.
- Contributes to the planning, prioritizing, scheduling and management of the Degree Audit and Specialized Programs student services unit in collaboration with the leadership team; ensures the unit's goals and objectives align with other student services units.

- Monitors service delivery and identifies on-going opportunities for further refinement of processes to improve quality of service to students at the micro and macro level (e.g. responsible for overseeing new and current specialized degree programs, planning and management of full project cycles that analyze large and small scale processes, including identifying metrics for continuous improvement).
- Evaluates operational effectiveness to champion change converting manual systems to technology-based systems enhancing service delivery
- Keeps abreast of government legislation and trends that impact postsecondary education and service to students and makes recommendations on how best to manage changes resulting from legislative requirements.
- Manages a team and has full responsibility for human resources management and decision making for the unit.
- Has full carriage of the unit's budget process including planning, forecasting, estimating, monitoring, approving and allocating of funds.
- This role has specific knowledge of Records management and York's special programs and may represent the University at external conferences and meetings (e.g. OURA ARUCC, ONCAAT).

B. Service Improvement

- Liaises with the Management group within the front-line units of the Registrar's office (Student Client Services and Admissions Client Services) to monitor service delivery and identify ongoing opportunities to improve quality of service to students.
- In consultation with the Assistant Registrar, Records & Document Management, engages in continuous work process review and recommends new student services that may be required, implements approved changes to the organization of the workflow, procedures and schedules.
- Develops and implements strategies to expand deployment to student groups, developing processes to incorporate transfer credit information and other exceptions into the degree audit and Degree Progress Report in a timely manner.
- Develops and implements processes to ensure the timeliness, integrity, and accuracy of the information on which students and advisors rely to make good enrolment decisions.
- Ensures staff are fully trained and campus partners are informed/trained about business processes.
- Maintains a current, integrated operational calendar for activities in the Registrar's office and how they impact degree audit and special programs; formulates and implements procedures designed to maintain a high standard in handling inquiries and requests for information in person, via e-mail, telephone and through web-interactive services provided by the Registrar's office.
- Assists newly admitted, current and former York students with various requests regarding their academic record; co-ordinates communications necessary for student academic activities related to degree audit and York's special programs, (letters, e-mail and web-based instructions, application forms etc.); provides research, recommendations and summaries for review of the Registrar's Management team.
- Effectively manages the student records unit and processes to support specialized programs, works closely and collaborates with management team colleagues in the Office of the University Registrar responsible for Admissions, Student Services, OUR-Systems and Client Services to recommend, implement and refine technology and reports which support the efficient maintenance of the student record.
- Regularly liaises and collaborates with various Faculty advising units, special program departments or units, to ensure accurate and efficient student records processes are available.

C. Degree and Special Programs Audit Management

- Oversees the process of students who have applied to graduate, the coordination, and the coding for transfer of waivers and exceptions to the Degree Progress Report where impact is immediately visible to the student.
- Engages in the planning of overall improvements to the degree audit process that crosses all faculties and impacts service delivery and quality improvement (e.g. ensures that transfer, LOP and exchange credits appear on the report and plans the timelines for coding) to ensure the report is all inclusive of credits for a degree.
- Protects the information contained in the degree audit process and special programs (e.g. the safeguarding, usage and warehousing/retention of highly confidential student/personal data includes manual and automated information/data contained in computer systems, manual records and other storage).
- Works with faculty partners to further develop, deploy and encourage adoption of student views of degree progress information.
- Works with OUR-Systems management colleagues to ensure the timely updating of automated rules used in the degree audit process and to identify and implement enhancements to increase and maintain student utility of online tools.
- Develops processes to ensure the integrity of all convocation audits conducted at the University including those that may be conducted in partnership with local faculty student services.
- Ensures all course or program changes approved through Senate are updated accurately and timely and changes to degree programs or courses are expired for newly updated information.

D. Human Resources and Finance

- Manages staff in an environment of continuous change; responsibilities include direction and coordination of training, approving work schedules and distribution of workload (specifically to the Degree Audit area) setting and reviewing unit goals, monitoring and assessing workload , establishing metrics for the evaluation of staff workload, productivity, overall unit production and making adjustments as necessary.
- Acts as the “change champion” to engage working relationships with staff, colleagues, and University stakeholders to gather feedback, establish buy in, and promote and implement new initiatives.
- Has a working knowledge of employment related legislations (e.g. Employment Standards Act, Occupational Health and Safety Act, Ontario Human Rights Code, FIPPA, AODA, etc.) and the University’s collective agreements and standard operation procedures.
- Manages the unit’s budget including planning, forecasting, estimating, monitoring, approving and allocation of funds.

3. SUPERVISORY RESPONSIBILITIES:

Positions Supervised	No. of Incumbents
YUSA	6
YUSA-2	1-2
Work Study Student	2
Total number of staff supervised:	6 full-time; up to 4 casual

Nature of Supervisory Responsibility:

Direct managerial responsibility for 6 full-time YUSA 1 employees, one to two YUSA 2 employees and one to two work-study students. The Assistant Registrar, Degree Audit and Special Programs, provides recommendations and makes decisions that affect the direct recruitment and selection, termination and/or discipline of employees. This position has responsibility for management action under the collective agreements (e.g. grievances, performance issues, etc.) and must be aware of

employment related Ontario legislation. Responsible for performance management and absence and attendance management of staff; authorizing overtime etc.

4. PERSONAL CONTACTS:

Internal contacts: Senior University Management Offices; Deans and Associate Deans; Various University Departments, Program offices and Faculties.

Purpose: To obtain/provide information, establish and clarify procedures, resolve issues, negotiate new ways of providing service.

External Contacts: Companies, businesses, government offices, Legal counsel, social services, educational Institutions.

Purpose: To obtain and provide information on academic records; discuss policies and procedures, advocate for new initiatives and changes to existing practices.

External Contacts: Vendors and contractors.

Purpose: To obtain information and implement operational changes (e.g. new technologies, furniture, workspace requirements).

5. DECISION MAKING:

The Assistant Registrar provides recommendations and plans to streamline the Student Information System (SIS) and related student services support technologies. The Assistant Registrar is accountable for actions that will foresee and avoid problems that may adversely affect the academic student record and student service delivery more generally and will contribute to the planning, prioritizing, scheduling and management of the Student Services unit in collaboration with the leadership team (e.g. monitors service delivery and identifies on going opportunities for further refinement of processes with a goal to improvement quality of service to students at the micro and macro level, implements metrics that evaluate operational effectiveness to champion change from manual to technology based systems). Makes decisions related to human resources and budget.

6. DIRECTION RECEIVED:

The Associate Registrar & Director, Student Records and Scheduling communicates priorities for the Degree Audit and special programs area that stem from high level University Plans. The incumbent will be expected to work within a broad margin of independence and be expected to prioritize the workflow within the unit in consultation with the management team in the Registrar's Office. This position will take into consideration compliance requirements and meeting University goals.

7. FINANCIAL/BUDGETARY CONTROL:

This position is responsible for formulating, managing and administering budgets for the Unit, including the allocation of resources for the employment of staff, the purchase of new technologies and overall operating expenses.

Payroll Budget	\$563,500
Operating Budget	\$6,600

Other major accountabilities, e.g., information, materials, buildings, equipment etc.

This role protects the information assets pertaining to the student record.

8. QUALIFICATIONS:

A. Educational Requirements:

University degree (Master's level preferred) or equivalent combination of education and experience. Preference will be given to applicants with post-secondary experience.

Please note: This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

B. Experience Requirements:

A minimum of five years' in a management position, with direct experience managing staff and teams. Knowledge of and experience in a computerized Student Information Systems, or large Enterprise database required, and familiarity with computing within a networked and multi-user environment. Understanding of University regulations, policies, and procedures and with the ability to blend past and current regulations and policies. Experience in a unionized environment preferred.

C. Skills (Specialized knowledge):

- Demonstrated skills in project management
- Excellent interpersonal negotiating skills to deal with a wide variety of clientele; ability to deal courteously, effectively and fairly with people in a manner that exhibits tact and diplomacy
- Excellent leadership, motivational and diplomatic skills appropriate to a large and complex service delivery organization; mentoring and coaching
- Excellent oral and written communication skills
- Ability to delegate and prioritize the work of others
- Ability to anticipate changing client needs and plan for initiatives to position the unit to address
- Analytical/problem solving skills including work process review and measurement; establishing benchmarks for performance; evaluating current process and protocols to determine if client needs are served and lead the establishment of new processes as necessary
- Ability to use sound judgment, initiative and creative problem-solving skills
- Excellent organizational skills required including the ability to meet predefined deadlines and to coordinate a number of projects simultaneously
- Advanced technical skills in word processing, spreadsheets, e-mail, databases, etc.
- Advanced knowledge of university policies and procedures
- Demonstrated commitment to implement and maintain a high level of service
- Demonstrated ability to maintain confidentiality
- Demonstrates, shares and lives our divisional values: Respect, Excellence, Innovation, Collaboration, Accountability, Care and Inclusion

9. THE WORK ENVIRONMENT AND THE PHYSICAL/SENSORY DEMANDS:

Normal Office environment with a private office. Sensory attention to detail to work with detailed information and accuracy required with systems. Active listening to manager staff/teams and work with others in cross functional teams.