

## POSITION PROFILE

TITLE:	Associate Registrar and Manager of Enrolment Services
EMPLOYEE GROUP:	Excluded
DEPARTMENT:	Academic and Student Affairs
EXECUTIVE SPONSOR:	Vice-President, Academic & Applied Research
PAY GRADE:	GRID: 10

### POSITION SUMMARY:

Reporting to the Registrar and Director of Institutional Research, the Associate Registrar and Manager of Enrolment Services is a key member of the department's leadership team. This role is responsible for effectively managing the day-to-day operations related to Enrolment Services and the Financial Assistance and Awards offices.

The Associate Registrar and Manager of Enrolment Services oversees the hiring, training, development, and supervision of staff in the Enrolment Services department. The Manager is responsible to ensure policies, procedures and business practices align with the student information system to optimize service deliveries that are fair and equitable, consistent, and timely. They will advocate for continual improvement, through assessment and development of new processes, policies and practices that will deliver effective operation and optimum service to students and key stakeholders, in alignment with the College's strategic directives.

### REQUIRED QUALIFICATIONS:

#### Education and Experience:

- A bachelor's degree in a relevant field such as strategic enrolment management, communications, education, business or public administration.
- Five (5) years progressive experience in a Registrar's Office, including supervisory experience in a post-secondary admissions and registration office is preferred.
- Supervisory experience in a unionized environment.
- Experience working with a post-secondary Student Information System, preferably Ellucian – Colleague.
- Experienced in project leadership, leading a team from implementation through to completion; establishing a collaborative approach to problem solving and discretionary decision making
- Equivalent combination of education and experience may be considered.
- Experience in the post-secondary system such as the standards and evaluation transcripts, knowledge of English-Proficiency assessments, ability to research and assess BC and Canadian educational equivalencies including the evaluation of foreign transcripts as related to student admissions.
- Current knowledge of Immigration, Refugees, Citizenship, Canada (IRCC) regulations as they pertain to international student admission and registration (e.g. study permit and visa processing, issuing Letters of Acceptance for international students)

**Skills and Abilities:**

- Advanced skills with Microsoft Office applications, data-bases and other technology-based systems that integrate with Student Information Systems (SIS).
- Excellent communication and interpersonal skills working with all levels of administration, students, staff, faculty, and external stakeholders.
- Proven ability to function with independence, exercise judgment, maintain confidentiality and to initiate actions in a high volume service environment.
- Proven conflict resolution, negotiations, and change management skills.
- Teamwork approach to promote an organizational environment that encourages personal productivity, job satisfaction, and the professional growth of employees within the department.

**Position Duties**

- Works collaboratively with the Registrar, Deans, Department Heads, Campus Managers, Director of Information Technology, Director of Finance and program coordinators on best practices for the functional and technical operations of the Enrolment Services office and the student information systems including applications, admissions, registration, transfer credit, transition of students to program completion.
- Administers a comprehensive student record system that adheres to college policies and procedures, provincial legislation (Freedom of Information and Protection of Privacy) pertaining to the confidentiality and privacy requirements of student records.
- Implements and adheres to the values of the College, promotes a learning and working environment where individuals are treated with dignity and respect, promotes, and encourages innovation and creativity, and ensures that the College's practices are conducted openly, honestly, and in the public's best interests.
- Ensures the Enrolment Services portfolio aligns with the direction of the Registrar, the Academic and Applied Research Division, and the Institution as a whole.
- Reviews and approves internal and external communication materials such as student correspondence, webpages, and forms.
- Acts on behalf of the Registrar regarding the approval of Admissions, Transfer Credit, and the completion of program evaluations to ensure graduates are compliant with all graduation requirement and issuing of credentials.
- Develops and applies college academic and non-academic policies and provides interpretation to students, faculty, and staff with regards to admission and registration of students, course/program withdraws, grades and transcripts.
- Initiates regular and comprehensive process reviews and documentation of standard operating procedures for the Enrolment Services office; leads and recommend improvements or enhancements to service standards.
- Directs Enrolment Services staff to ensure accurate and timely data entry for all applicants and students; reviews and revises records practices and processes regarding the maintenance of official student records to ensure the integrity and governance of data is maintained.
- Leads the coordination, development and implementation of Colleague and associated software applications that enhance web-based enrolment services and integration working closely with system supports in software acquisitions to improve services to students and staff; maintains applications' user account management and security classes.

- Manages the development of College Important Dates, academic catalog, and the academic timetable in collaboration with academic programs for scheduling of courses and final exams, collaborating with Web team to ensure web content meets requirements.
- Provides leadership to relevant committees and oversees projects and departmental initiatives.
- Responsible to coordinate the Enrolment Services office's contributions to provincial initiatives, eg. Education Planner BC.
- Collaborates to develop communication plans for each point of interaction with students – from point of first inquiry to graduation to ensure deliberate attention to clear, concise, accurate and timely messaging; addresses complaints, conducts investigations, and provides leadership towards resolution.
- Accountable for the accuracy of mandatory fees for programs and courses, including tuition/ancillary fees and other non-mandatory service fees.
- Provides employee onboarding and training materials for staff within the unit to ensure engagement and ability to competently fulfill their respective duties.
- Coordinates and provides ongoing training for enrolment services at all campuses to stay current on process and best practices utilizing communication and change management plans to communicate with staff new initiatives, changes processes.
- Leads the development and maintenance of staff procedural manuals for the Enrolment Services office.
- Provides supports and mentorship to Enrolment Services staff in their professional development and execution of their duties.
- Collaborates with the Registrar to prepare and monitor the Enrolment Services budget.
- Acts with full authority in the absence of the Registrar.
- Other duties as required

*This profile has been designed to indicate the general nature and level of work performed by the employee within this position. However, the actual responsibilities, duties, qualifications and experience may vary.*

Original Date:	<b>March 1, 2023</b>
Modified Date:	
Manager Signature:	
Executive Sponsor Signature:	
Executive Human Resources:	