



**Manager, Enrolment Services**  
*Kelowna, British Columbia*  
*Posting No. C001423*

**OKANAGAN COLLEGE**

Okanagan College transforms lives and communities. We are one of Canada's leading colleges. We create outstanding educational experiences for our learners, both students and employees. We work and learn in a welcoming and caring culture. We are a catalyst for change through collaboration with our learners and partners. We serve, lead and anticipate the social, economic and environmental needs of communities.

**Position Title:**

Manager, Enrolment Services

**Competition Number:**

C001423

**Division/Portfolio:**

Office of the Registrar

**Department/Program:**

Admissions

**Campus/Centre:**

Kelowna

**Position Summary:**

Under the direction of the Associate Registrar, Enrolment Services, the Manager is responsible for the daily, operational management of activities and services related to application, admission and registration functions at the Kelowna Campus. The Manager is responsible for providing clarification, guidance and assistance to staff involved in registration and admissions, ensuring that policies, procedures and business practices are adhered to; ensuring data quality by ensuring admission and registration processes and procedures are followed consistently and accurately; and supporting the registration and admission functions for all programs at all Kelowna campus and supports functions at the other campuses. As member of the management team, the Manager encourages continuous improvements by engaging staff through change and innovation that fosters and develops work practices and procedures that lead to high applicant, student and stakeholder satisfaction. This position is key in establishing professional standards amongst all staff. The Manager embraces the challenges that come with ensuring above average quality service delivery including admissions and registration advising to students and key stakeholders within a complex environment. This includes remaining current in admissions and registration trends within a broad range of programming. The Manager will apply flexibility and cooperation with regard to admission and registration policies and procedures, while maintaining quality standards and the academic integrity required of a Registrar's Office.

**Education and Experience:**

Graduation from a four-year university program or equivalent. 4 to 6 years' management/supervisory experience. LEAN Green Belt certification or higher or Six Sigma training would be considered an asset. Advanced working knowledge of the Banner Student System or other student information system is an asset.



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**Skills and Abilities:**

- Understanding and application of KATA coaching would be beneficial
- Ability to deal tactfully and diplomatically with internal and external contacts
- Must be flexible and able to manage high work volume
- Excellent research skills with ability to synthesize data/information and develop/deliver findings and recommendations
- Proven project management skills and excellent organizational, as well as, budgeting and financial management skills
- Creative problem solver with the ability to solve complex business process issues.
- Excellent computer skills with proficiency using Microsoft Office and complex databases, as well as the ability to generate and analyze reports

**Preferred Qualifications:**

- Advanced communication skills to deal with conflict and/or change
- Relationship building and collaborating across business units
- Change management and ability to lead process improvements
- Technical ability to adapt to new programs and platforms required for the job.

**Appointment Type:**

Exempt - Continuing Full-time

**Appointment Start Date:**

12/11/2020

**Annual Salary/Hourly Rate:**

Range \$63,589 to \$93,263. Typical Hiring Range is \$76,307 - \$84,785

**Posting Opening Date:**

10/07/2020

**Posting Closing Date:**

10/25/2020

**APPLICATIONS:**

To apply for this position, please go to the following website: <https://www.employmentopportunities.okanagan.bc.ca> and complete an on-line application.