

**EXEMPT POSITION DESCRIPTION**

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|---------------------------------|----------------------------|
| <b>POSITION IDENTIFICATION</b>  |                            |
| <b>Position Title:</b>          | Assistant Registrar        |
| <b>Department:</b>              | Office of the Registrar    |
| <b>Position Reports To:</b>     | Senior Associate Registrar |
| <b>Date:</b>                    | January 2025               |
| <b>Position Classification:</b> | Exempt                     |
| <b>Job Description Number:</b>  | 9098                       |

**POSITION SUMMARY**

The Assistant Registrar is responsible for providing leadership and direction in the provision of services to students, faculty and staff in the area of student records, fee assessment and fee collection. The incumbent establishes policies and procedures, provides day to day management to related positions and ensures the fair and equitable processing of fees on behalf of the University.

**DUTIES AND RESPONSIBILITIES**

Establishes and maintains procedures and processes related to student financial accounts including tuition fee assessment and collection

Establishes and oversees all aspects of student academic records including grades, transcripts, tax documentation, curriculum management, graduation, academic standing

Audits and maintains quality control processes related to student records processing in the student information system

Provides oversight to student records from initial registration through to graduation

Liaises with Senior Associate Registrar to ensure admissions records are established and maintained

Provides management and oversight of the student appeal processes

Provides oversight and direction related to the establishments of official transcripts at all UFV Campus Locations

Establishes processes compliant with legislation regarding the release of student information, including education verification processes

Manages the day-to-day operations for assessment and collection of student fees for the University, including term set-up

Provides oversight of the processing of unpaid student accounts

Makes decisions on behalf of the University regarding course withdrawal and student refunds

Makes decisions on behalf of the University regarding fee waiver exemptions and exceptions including resolves appeals, complaints and queries from students and staff regarding student registration times and eligibility for registration.

Administers the Freedom of Information and Protection of Privacy Act (FOIPPA) to ensure that related policies and procedures are compliant with legislative requirements

Applies knowledge of Canada Revenue Agency regulations with respect to tuition and fee management to ensure compliance

Leads and manages special projects or assignments on behalf of the Registrar

Initiates and provides leadership in the technology planning process related to student records including conducting research, testing and assessing alternatives and making key decisions regarding the structure of student accounts

Assesses and makes recommendation in regarding the functionality ensuring that both student and organizational needs are considered

Designs and adapts processes to ensure that systems are automated to ensure efficiency

Conducts all hiring & performance management functions for staff reporting to this position

Provides effective leadership and direction to employees by establishing objectives and priorities, and fostering effective communication and cooperation of the team

Evaluates and supervises employees in accordance with the collective agreement and university policies; ensures appropriate training and opportunities for professional development

Manages performance and labour relations issues related to employees supervised, including liaising with Human Resources to resolve confidential labour relations issues

Oversees fiscal management of the unit, focused on fiscal accountability and responsibility

Ensures that the Department's budget is planned, prepared and monitored in keeping with University objectives, policies and procedures, and exercises signing authority on behalf of the Department for expenditures as assigned

Plans, organizes, directs, and administers activities and services that support students in assigned areas, and ensures that such activities and services remain within budgetary limits

Infuses Indigenization, Equity, Diversity, and Inclusion, leads by example, valuing differing perspectives and backgrounds and promoting equity, inclusion and respect in a diverse work environment.

Creates the conditions for people with Indigenous and diverse backgrounds to succeed at UFV.

Includes equity deserving groups in opportunities and decision-making.

Builds inclusive and diverse teams who have different perspectives, abilities, experiences, races, backgrounds, identities, and/or styles.

Invites and responds to different perspectives from a place of curiosity, respect, and non-judgement.

Demonstrates respect for all members of the UFV community and proactively works to create an environment of inclusivity and accessibility.

Engages in learning and activities related to actioning indigenization and understanding the impact of colonialism and the purpose of reconciliation.

## **QUALIFICATIONS**

Bachelor's degree in a relevant discipline from a recognized post-secondary institution

Five (5) years of related work experience in a senior role within the Office of the Registrar or equivalent

Proven track record of effectively managing change including the ability to evaluate, revise and implement changes to systems and operation processes

Proficient in records management systems and processes and MS office software

Demonstrated ability to manage complex database systems, preferably Banner

Demonstrated analytical and problem-solving skills

Excellent interpersonal, written, presentation and oral communication skills, delivered in a manner appropriate to the audience

Ability to establish priorities, organize, schedule and solve problems and tasks

Ability to engage in critical thought and analyze all types of quantitative and qualitative data into informational reports and presentation for strategic planning and problem-solving

Proven ability to synthesize detailed, complex information into clear and compelling recommendations and briefing

Demonstrated ability to model appropriate professional, ethical and collaborative behaviours that engender collaboration, trust and respect consistent with the responsibilities of this position

**UFV LEADERSHIP PROFICIENCIES**

**Creates and implements plans:** Shapes, aligns and executes the strategic priorities to meet student and community needs.

**Leads change:** Remains flexible, adjusting to changing circumstances and leads positive change by balancing innovation and calculated risk taking.

**Cultivates collaborative relationships:** Builds effective working relationships internally and externally and collaborate to achieve mutually beneficial goals.

**Inspires and develops talent:** Invests in developing yourself, staff and faculty, effective teams, and our culture of excellence.

**Makes effective decisions:** Makes sound and timely decisions that benefit UFV in both straightforward and ambiguous circumstance.

**Infuses Indigenization, Equity, Diversity, and Inclusion:** Leads by example, valuing differing perspectives and backgrounds and promotes equity, inclusion and respect in a diverse environment.

**APPROVALS:**

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Dean, VP, or AVP

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Date Signed

\_\_\_\_\_  
Human Resources

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Date Signed