



Associate Registrar Records & Systems

Regular, Full Time

Posting Number: 25:050
Posting Date: May 16 – June 15, 2025
Start date: Immediately
Reporting to: Registrar
Location: Dawson Creek, BC

Experience Northern BC with a career at Northern Lights College!

Northern Lights College (NLC) is located throughout northern British Columbia, an area with vibrant natural resources, history, and culture. NLC's mission is to enrich the lives, communities, and industry in northern British Columbia through accessible and applied learning. The College offers a welcoming and inclusive work environment where innovation and creativity are welcomed. NLC provides a generous compensation package with health benefits, excellent pension plan, and the opportunity for personal and professional growth.

Position Summary

Reporting to the Registrar, the Associate Registrar Records & Systems holds a strategic leadership role within the Registrar's Office and NLC community, endorsing a student-experience approach to services and systems. The Associate Registrar, Records & Systems partners with the leadership team to develop and implement policies and procedures, processes, and systems that contribute to the mission, values, and goals of the college. The incumbent has leadership and day-to-day managerial responsibility for designated functions in the areas of student records, systems, data analysis, training, and audit services, along with the hiring, supervision, and development of staff in these areas.

Key Areas of Oversight

- supports the Registrar in the evaluation, implementation, and monitoring of college policies and programs, recommending changes based on consultation with the college community, as well as external research for best practice
- initiates and facilitates change to existing services and develops new processes that will deliver enhanced operations and services to students.
- manages and facilitates special projects
- supervises and supports staff in the Records and Systems Portfolio
- Manages student records, registration processes, and related systems within the college.



Key Responsibilities

- lead from the Registrar's office for the Colleague Student Information System (SIS) to ensure services and functions are delivered effectively and efficiently; research and implement projects, services, and new technology to improve student experience.
- regularly reviews systems, processes and procedures to identify service and process improvements
- Working with other departments, such as admissions, finance, and academic advising, to ensure smooth operations and effective student services.
- coordinate user training for new Registrar's Office staff, as well as staff from other NLC departments as required
- foster awareness of service standards, best practices, and adherence to NLC regulations, policies and procedures
- ensure data integrity and accuracy for all Colleague generated information, records, and reporting
- ensure maintenance of safe and secure student records by overseeing the collection, storage, and retrieval of student information, including academic records, transcripts, and enrollment data.
- oversee the development and administration of procedure manuals by managing the registration process, including course scheduling, enrollment, and ensuring accurate and timely updates to student records.
- oversee the timely production of internal and external reports
- oversee course articulation process between NLC courses and other BC post-secondary institutions according to the BC Council on Admissions and Transfer
- oversee student transfer credit process
- provide input into departmental budget and expenditures within assigned areas and projects
- adjudicate appeal decisions and special requests for policy exceptions from students
- work with the Registrar to conduct elections for representatives on Education Council and Board of Governors and ensure elections rules are enforced, and elections are held in fair and transparent manner
- provide effective leadership, coaching and direction to team, fostering a collaborative and service-oriented culture to ensure a positive student experience
- participate in the selection, development and evaluation of staff to ensure appropriate service levels are maintained
- provide job orientation and appropriate training and ongoing support/professional development for new staff
- represent the Registrar's Office and the College internal and/or external committees, as required
- act on behalf of the Registrar in the Registrar's absence
- act as a back up to the Associate Registrar Enrolment Services in their absence
- participate in professional development to maintain knowledge of developments in student services and post-secondary education



- act as the functional expert for Registrar's Office records and systems including Colleague, the Student Information System

Selection Criteria

- Bachelor's degree and/or equivalent combination of education and experience
- Minimum of 3 years of management experience at the post secondary level, preferably within the functional areas of records and systems services

You Are Someone Who

- demonstrates leadership skills required to build and inspire an effective multi-service team in a student-centered environment resulting in a strong customer service culture for the college
- possesses expertise in managing staff within a union environment
- demonstrates understanding and knowledge of student information systems and other related computer systems and software
- has strong analytical, conflict management, team building and coaching skills
- works collaboratively to design, implement and evaluate new Registrar's Office strategies, projects and initiatives
- can interpret and apply College, government, agency and departmental policies, procedures and guidelines
- possesses strong communication and interpersonal skills required to maintain effective relationships in a multi-campus college
- can deliver effective presentations to small and large groups, both inside and outside the college
- has knowledge and understanding of strategic enrolment management (SEM) planning and practices
- has knowledge of Canadian and International education systems
- has knowledge and understanding of the Freedom of Information and protection of Privacy Act (FIPPA)
- has the willingness to travel within region. A current and valid driver's license is required