

# Assistant Registrar, Records and CE Registration

## Position Details

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### Position Information

<b>Position Title</b>	Assistant Registrar, Records and CE Registration
<b>Posting Number</b>	02331SA
<b>Location</b>	Hybrid / New Westminster Campus / Coquitlam Campus
<b>Grade or Pay Level</b>	A - Pay Band 10
<b>Salary Range</b>	Min: \$85,711, Control Point: \$114,281, Max: \$125,709. Placement within a salary band is typically up to the Control Point based on a review of skills, experience and internal equity. College may place over Control point in limited circumstances.
<b>Position Type</b>	Administration - Regular
<b>Posting Type</b>	Internal/External
<b>Regular/Temporary</b>	Regular
<b>Employment Type</b>	Full-Time
<b>Posting Category</b>	Administration
<b>Start Date</b>	09/03/2024
<b>End Date</b>	
<b>Day of the Week</b>	Mondays to Fridays
<b>Shift</b>	8:30am - 4:30pm
<b>Work Arrangements</b>	<p>Please note that this position is available effective July 2024. Regular hours of work are 8:30am to 4:30pm, Monday to Friday. Occasional travel between Douglas College's locations as required.</p> <p>Douglas College is committed to supporting a healthy work/life balance for employees. A hybrid work from home arrangement is available.</p>
<b>What Douglas Offers</b>	<p>DO what you love. Be good at it. That's how Douglas College defines a great career. It's a philosophy that resonates through our classrooms, our offices and our boardrooms. It inspires our students and drives us to make Douglas College one of BC's Top Employers. We love what we do. And we're looking for passionate, motivated people to join us in making one of Canada's best colleges even better.</p>
<b>The Role</b>	<p>Under the direction of the Associate Registrar, the Assistant Registrar is responsible for the day to day management and operations of a unit or service team, ensuring high service levels and standards are met. The Assistant Registrar is responsible in ensuring the College is in compliance with College, provincial and federal policies, and reporting requirements. The Assistant Registrar leads, trains and supervises staff and ensures they are following current policies and procedures. The Assistant Registrar is responsible for providing leadership and developing a comprehensive training plan for the team. The Assistant Registrar is responsible for assessing and initiating change to existing services and developing new processes that will deliver effective services. The Assistant Registrar also advises faculty and college community on policies and procedures and trains College staff on policies and procedures pertaining to the College and Enrolment Services. The incumbent participates in the development, revision, and implementation of policies and procedures; participates in the planning of budget, resources requirements, allocations and deployment; recommends improvements for functionality of the system.</p>

## Responsibilities

The Assistant Registrar is accountable for the following:

- Develops, monitors, and implements objectives to achieve departmental goals to support the College strategic plan;
- Manages and plans the day-to-day operations of the unit, ensuring consistency of practice and maintenance of excellent service levels;
- Ensures personnel are following current policies and procedures and processes are executed promptly and efficiently;
- Ensures process compliance with external agencies, such as government agencies and funding organizations;
- Maintains currency with institutional and government policies and procedures;
- Identifies, evaluates, reviews, implements and assesses changes to improve and/or streamline services and business process and policies;
- Implements and maintains communication strategies to inform students, faculty, staff, secondary schools, donors and other organizations about College programs. Reviews and recommends potential changes to communication strategies;
- Makes decisions on exceptions to policies related to the unit or service team or special case requests from students;
- Interprets and adjudicates policies; Provides input to the provincial and federal governments, and external agencies on policy and procedures;
- Develops system specifications, tests, monitors, maintains and initiates corrective measures for all information management systems needs by liaising with appropriate individuals, departments, and organizations;
- Monitor changes in requirements and the production of reports and coordinating system implementation of system changes;
- Represents the College and College interests before external agencies, other institutions, various organizations and groups (e.g., Association of Student Awards Personnel of BC, the Canadian Association of Student Financial Aid Administrators, the Banner Financial Aid Consortium Committee, Association of Registrars of the Universities and Colleges of Canada, National Academic Advising Association, etc. );
- Leads and supervises unionized support staff including recruitment and selection, training, performance planning, evaluating and disciplining where appropriate;
- Ensures staff participate in required training and appropriate professional development that will support them to maintain and enhance the professional and job related skills to provide high level of service to support students;
- Represents the College in the grievance procedure as required;
- Assists in planning, and preparing the departmental budgets and resource allocation;
- Represents the unit on various committee as designated by the Associate Registrar;
- Represents the College on external committee and with professional associations;
- Acts on behalf of the Associate Registrar during absences as requested; and
- Performs other related duties as required.

## To Be Successful in this Role You Will Need

- Established professional credibility as evidenced by a baccalaureate degree from an accredited post-secondary institution;
- A minimum of three years of supervisory and leadership experience in administering student financial aid & awards, advising, and/or customer service operations, preferably in a public post-secondary educational institution, including strong working knowledge and experience with Registrarial operations such as financial aid, scholarships and awards, advising, etc.;
- A minimum of two years supervisory experience in a unionized environment;
- Demonstrated ability to supervise and lead including the ability to mentor and develop staff;
- Extensive knowledge of government student financial aid regulations and issues of compliance within Canadian post-secondary education;
- Demonstrated ability to interpret and apply policies and regulations;
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position;
- Demonstrated ability in customer/student services and dealing in stressful, often emotionally charged situations;
- Demonstrated mature judgment and initiative;
- Excellent planning, organizational and administrative skills;
- Excellent knowledge of and ability to troubleshoot issues associated with student information systems;
- Demonstrated exceptional research, quantitative, and computer skills, including considerable knowledge of database applications (e.g. Student Information Systems, excel, tableau, etc.);
- Demonstrated organizational, analytical, decision-making and problem-solving skills and a track record of resolving diverse and complex problems;
- Demonstrated skill in the design and development of training documentations;
- Experience in business workflow design and business process improvements; and
- Demonstrated abilities that align with the Douglas College Core Competency Framework.

**Link to Full Position Profile**

**Equity Statement**

Douglas College is committed to fostering a diverse, inclusive and equitable learning and working environment. In support of this journey, we welcome all people to apply, including people from groups that are experiencing inequity, including, but not limited to, Indigenous Peoples, racialized or persons of colour, persons with mental or physical disabilities, persons who identify as women, and/or persons of marginalized sexual orientations, gender identities and expressions, and persons of all faith identities, age, marital status, and parental status.

**Needs a Criminal Records Check**

No

Posting Detail Information

**Open Date**

08/13/2024

**Close Date**

**Open Until Filled**

Yes

**Special Instructions to Applicant**

Interested applicants must submit their application and all required documents online on the Douglas College Career Site [www.douglascollegecareers.ca]. This position will remain open until filled, however, a first review date will be August 19, 2024.

Please ensure your resume clearly explains how you meet the required knowledge, skills and abilities of the position for which you are applying. All candidates selected for interview will need to bring original certificates and diplomas of educational credentials noted on their resume.

**Quick Link for Direct Access to Posting**

<https://www.douglascollegecareers.ca/postings/12839>

## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

1. \* Are you legally eligible to work in Canada?
  - Yes
  - No
2. \* If you are not a Canadian Citizen or Permanent Resident, do you currently have a valid Canadian work permit?
  - Yes
  - No
  - Not Applicable
3. \* If you have a valid Canadian work permit, please indicate expiry date and the type of work permit you hold. (Type N/A if not applicable).  
(Open Ended Question)
4. \* Are you a current or former Douglas College employee/student?
  - Current employee
  - Former employee
  - Current student
  - Former student
  - None of the above
5. \* If you are a current/former employee/student, enter your ID number. (Type in N/A if not applicable.)  
(Open Ended Question)
6. \* How many years of supervisory experience in a unionized environment do you have?
  - Less than 1 year
  - 1 year
  - 2 years
  - 3 years
  - 4 or more years

7. \* Do you have at least 3 years of leadership experience in registrarial operations in a public post-secondary educational institution?

- Yes
- No

8. \* How did you first find out about this employment opportunity?

- Douglas College Careers Site
- LinkedIn
- Indeed
- Social Media (Facebook, Instagram)
- Personal Referral
- Agency Referral
- Professional Association Website
- Colleges and Institutes Canada (CICAN)
- Canadian Association of University Teachers (CAUT)
- Douglas College CareerHUB
- Career Fair or Other Hiring Event
- Other
- Glassdoor

9. \* Please confirm that you will maintain residency in the Lower Mainland for the duration of your employment.

- Yes, I confirm
- No, I am not able to meet this requirement

## Documents Needed to Apply

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### Required Documents

1. Resume
2. Cover Letter

### Optional Documents

1. References with Contact Information
2. Transcripts and/or Credentials