

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, Operations & Transformation

Competition Number:

C002879

Division/Portfolio:

Office of the Registrar

Department/Program:

Records and Registration

Campus/Centre:

Kelowna

Flexible Work Options:

Eligible for Hybrid Work

Your Opportunity:

Under the direction of the Registrar, the Manager is responsible for the daily, operational management of activities and services related to the admission and records & registration functions at Okanagan College. The Manager is responsible for ensuring data quality and security by insisting that processes and procedures are followed consistently and accurately.

The Manager provides leadership in developing and executing a student-centered service delivery model and they play a pivotal role in ensuring an exceptional applicant and student experience. As member of the Registrar's Office 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.

The incumbent works closely with the other Managers and Associate Registrars on the development, management, delivery, maintenance and benchmarking of services, systems and related policies for the unit, in addition to staff hiring, development and evaluation. The Manager is a champion for business process improvement and effective student communications.

This position will have a focus on either admissions or records and registration though the incumbent will be required to be competent in both areas.

Education and Experience:

4-year undergraduate degree in a relevant field required (Student Affairs, Business, Public Administration).

Minimum 7 years experience in a post-secondary environment. Experience in a Registrar's Office will be an asset.

Minimum 4-6 years' experience coordinating a team of people and progressive leadership experience in a complex and service-committed environment. Proven change management experience is required.

A combination of education and experience will be considered.

Functions and Duties:

Please note that this position has a focus on Records & Registration.

Student Service

- Ensures the provision of an extraordinary applicant and student experience, understanding and appreciating the effectiveness of working collaboratively with stakeholders across the College.
- Creates, monitors, and improves service delivery standards by implementing feedback mechanisms; evaluating service needs and demands; and developing and executing new student-centred processes. Responds to student concerns, complaints and suggestions and works collaboratively with colleagues to resolve student issues related to admission, records & registration and other intersecting policies and procedures.
- Manages the development, implementation, and coordination of communications campaigns, and ensures content in myOkanagan, the website and other media are timely, accurate, engaging, and effective.

Leadership

- Directs and manages personnel matters within Admissions and Records & Registration, including assignment of duties, health and safety, recruitment and selection, orientation, training and staff development, supervision, performance management and evaluation, scheduling, prioritization of work requirements and completes disciplinary action, as required.
- Provides leadership in the ongoing development of Registrar's Office's student-centered service delivery model and cultivates a collaborative and respectful work environment, fostering professionalism and resilience.
- Coordinates and administers the admission and records and registration functions to ensure efficient, effective, and consistent operation, while streamlining business practices to ensure timely, responsive, and professional delivery of services.
- Engages in strategic planning and policy development for the Office of the Registrar as a member of the department's management team ensuring alignment with the overarching goals of the College's Strategic Enrolment Management (SEM) Plan and Strategic Plan.
- Recommends and implements a strategic plan for Admissions and Records & Registration that supports the strategic Roadmap of the College.
- Leads change initiatives and champions College change initiatives by researching, adapting, developing, and pivoting processes to meet the current and future needs of students and stakeholders.
- Works closely with the Director, Strategic Enrolment Management (SEM) and their team, as well as other stakeholders, and participates in cross-functional teams to support, develop and implement recruitment, enrolment and retention strategies that support SEM.

Administration

- Ensures the proper tools and systems support to carry out the admissions and records & registration mandate. Works closely with the Associate Registrar, Systems to encourage innovation and continuous improvement of tools and systems to improve service and efficiency for applicants and students.
- Develops, implements, and evaluates policies, processes and procedures aligning them across all campuses and program portfolios to ensure consistency across the entire College region.
- Identifies, monitors, measures, analyzes, and reports on key business metrics to determine if outcomes are meeting institutional strategic goals and align with the College's Strategic Enrolment Management (SEM) and College Strategic Plans.
- Uses professional judgment and delegated authority to make discretionary decisions on exceptions to admissions, records, and registration regulations and procedures, including determining the admissibility of applicants in undefined or unclear policy areas and adjudicating special case requests from students.
- Takes financial responsibility for course withdrawals and refunds for all campuses and maintains a strong relationship with the Finance Department.
- Ensures quality control, data security and adherence to data standards & policies.
- Ensures confidentiality of all student records adhering to the rules of the Freedom of Information and Protection of Privacy legislation.
- Maintains working knowledge of Immigration, Refugee and Citizenship Canada (IRCC) regulations.
- Represents Okanagan College and its interests before external agencies, other institutions, various organizations and groups to ensure optimal service delivery, while balancing the need for upholding College compliance obligations associated with relevant legislative requirements. External stakeholders include financial service providers, employment services agencies, secondary schools, Criminal records Review branch, law enforcement agencies (federal and municipal police force; Canadian Border Services Agency), as well as representatives from other post-secondary institutions.

Skills and Abilities:

- In-depth knowledge of Canadian post-secondary education systems.
- Demonstrated ability as a functional lead administering a Banner Student module. Experience in a comparable student information system may be considered.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Excellent strategy development and ability to lead throughout execution in an environment of change and ever-increasing demand on staff resources.
- Systems thinking leading to a sound, integrated foundation for functional systems and business processes used by staff, students and other stakeholders that are accessing and maintaining student data.
- Experience in business workflow design and business process improvements.
- A collaborative and energetic leader that is highly effective and is a creative problem solver.
- Ability to identify, accurately evaluate and mitigate risks in all aspects of the role.
- Technical competence in systems that underpin admissions and records & registration, aid business administration, and support information and communication.
- Team player with honesty and integrity and an aptitude for working in a collaborative environment.
- Awareness and sensitivity to the social, cultural and diversity issues for students and employees.
- Exceptional communication skills.
- Inter-campus travel is required, possession of a valid driver's license and access to a vehicle is preferred.

Appointment Type:

Exempt - Continuing Full-time

Appointment Start Date:

09/09/2024

Schedule:

This position will be on campus in Kelowna with a hybrid work option after the first 3-6 months. A valid drivers license is required as travel within the College region is expected.

Annual Salary/Hourly Rate:

Range \$85,711 to \$125,709. Typical Hiring Range \$102,853 to \$114,281.

Special Instructions to Applicants:Questions about the position can be emailed to registrar@okanagan.bc.ca**Posting Opening Date:**

07/15/2024

Posting Closing Date:

Open Until Filled

APPLICATIONS:

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

All applications must be submitted through our employment site to be considered.

Okanagan College is committed to increasing the equitable and inclusive participation of marginalized people in all aspects of college life. We welcome and encourage applications from Indigenous Peoples, Black People, members of racialized groups/visible minorities, people with disabilities and people with diverse gender identities or expressions. People with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, AccessibilityHR@okanagan.bc.ca