

The Canadian Memorial Chiropractic College (CMCC), established in 1945, is recognized internationally for excellence in chiropractic education, research and patient care.

Vision: Develop experts in musculoskeletal care who are integral and collaborative partners in healthcare.

Mission: Lead and advance world class chiropractic and related healthcare education, research and patient care.

Our employees have a commitment and dedication to the advancement of health care. We continue to seek talented individuals who make a positive difference in living our vision and mission.

Position: Registrar and Director of Student Services (Full-time)
Reports to: Associate VP, Student Services, Alumni & Communication (AVP – SSAC)
Salary: \$120,578 – \$146,086 per year
Start Date: ASAP
Job Posting Date: July 8, 2026
Application Deadline: July 26, 2026
Application Requirement: Interested external applicants to apply via the [CMCC Job Board](#).

POSITION SUMMARY:

CMCC is seeking a dynamic and collaborative leader for the position of Registrar and Director of Student Services. The Registrar and Director of Student Services plays a key role in the division of Student Services and provides comprehensive leadership for the development, implementation and assessment of institutional strategies, policies, programs, and services that support the full student lifecycle. This encompasses recruitment and enrolment, academic progression, student success, well-being, and transition to professional life.

The successful candidate will oversee all functions within the division of Student Services, including – Recruitment, Admissions, Registration, and Student Records; Financial Aid and Awards; Student Accounts, and Scholarships; Academic and Non-Academic Advising and Student Success Supports; Counselling, Accessibility Services, Health & Wellbeing; International Student Support and Career Development; Graduation and Convocation. They will ensure the integrity, quality, and compliance of academic records, policies, procedures, and student services in alignment with institutional strategy, legislation, accreditation standards, and best practices.

In addition, the Registrar and Director of Student Services acts as a strategic leader and advisor, championing institutional priorities related to student experience, accessibility, diversity, equity, wellness, and enrolment sustainability. This position facilitates institutional partnerships, academic mobility, and risk management, while ensuring procedural fairness in student rights, conduct, appeals, and complaint resolution.

RESPONSIBILITIES:

Strategic Leadership & Enrolment Management

- Provide strategic leadership for enrolment management by developing and executing comprehensive strategies to support student recruitment, retention, student success, and transition to professional practice.
- Determine annual application and enrolment targets, ensuring financial sustainability of programs.
- Lead institutional strategic initiatives that enhance the student and community experience including cross-functional program development and implementation.



- Oversee institutional research and data analysis related to recruitment, admissions, attrition, accommodations, and the student experience to inform decision making and quality improvement.

Academic Records, Policies & Systems

- Provide strategic oversight of academic records, ensuring the integrity and compliance of student records including grades, transcripts, diplomas, enrolment verification, and related documentation.
- Oversee academic policies and procedures, ensuring compliance with legislative, and accreditation standards.

Operations, Leadership & Administration

- Provide leadership and oversight for the daily operations of the division, ensuring services are delivered effectively and in compliance with institutional policies, procedures, and applicable legislation.
- Lead, mentor, and coach a team of professionals by allocating work, managing schedules, and overseeing the full employee lifecycle including recruitment, onboarding, performance management, disciplinary actions, and workforce planning.
- Share responsibility for divisional planning, budgeting, resource allocation and performance measurement.

Student Experience, Success & Support

- Develop and oversee integrated advising models combining academic and non-academic supports.
- Lead strategies to support students at academic or personal risk and enhance retention.
- Oversee the delivery of student support services, including counselling, academic advising, accessibility services, health and wellness, career development, and international student support.
- Provide leadership for academic accommodations process, ensuring compliance with applicable legislation and promoting equitable access for students requiring accommodations related to disability, religion, and other protected grounds.

Student Conduct, Risk & Procedural Fairness

- Lead and support investigations into student misconduct, conflict, and high-risk behaviour.
- Administer disciplinary processes, including hearings, alternative resolution, and sanctions.
- Conduct threat assessments and recommend interim safety measures where required.
- Ensure procedural fairness and due process in the administration of student rights, academic appeals, and complaint resolution.
- Serve as Secretary to the Discipline and Appeals Boards and administer hearing processes and records.

Governance, Reporting & Committees

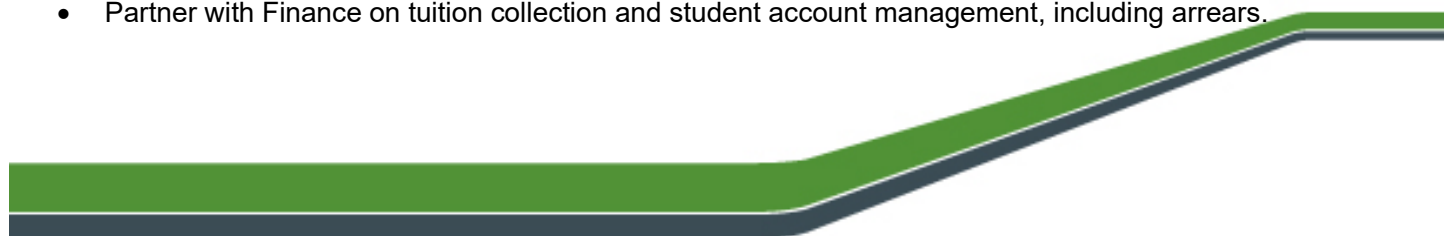
- Participate and prepare reports for various committees including: Board of Governors and institutional committees; Admissions, Awards, Curriculum, and Student-related committees.
- Chair or participate in working groups and governance bodies as required.
- Oversee KPI collection and reporting for internal and external stakeholders.

Partnerships & External Relations

- Collaborate with the VP, Academic and AVP – SSAC to establish and support institutional and academic partnerships, articulation agreements, and student mobility initiatives.
- Represent the institution with provincial, federal, and international bodies.
- Liaise with police, community agencies, and external partners regarding student matters as needed.

Financial Aid, Awards & Student Accounts

- Oversee the administration and compliance of financial aid programs.
- Develop award criteria and scholarship strategies and ensures alignment with institutional priorities.
- Partner with Finance on tuition collection and student account management, including arrears.



- Make decisions affecting academic standing related to financial status where applicable.

Student Engagement & Governance

- Serve as administrative liaison to Students' Council, providing guidance and mentorship.
- Ensure student input into institutional policies, programs, and initiatives.
- Oversee all aspects of Convocation ceremonies and related logistics.

Equity, Accessibility & Inclusion

- Ensure compliance with accessibility, human rights, and diversity-related legislation.
- Develop inclusive institutional practices and strategies addressing complex equity issues.

Risk Management & Compliance

- Maintain divisional risk register and mitigation strategies.
- Ensure compliance with all relevant legislation, policies, and accreditation requirements.
- Participate in emergency preparedness and response planning.
- Perform other duties as required.

QUALIFICATIONS:

-Academic

Master's Degree in a related field.

-Skills & Knowledge

- Minimum 10 years of management experience in an academic setting.
- Exceptional communication and interpersonal skills, detail oriented, accurate and thorough.
- Strong leadership, strategic thinking, and decision-making ability.
- Expertise in: Enrolment management; Student services and systems; Policy development and governance; Data analysis and planning.
- Demonstrated Integrity and professionalism; Customer focus; Political and organizational acumen; Collaboration and team leadership.
- Ability to model institutional values of **Collaboration, Accountability, Respect, Innovation, Nurturing, and Growth (CARING)**.

Internal applicants are required to inform their Division Director of their intentions to apply, prior to doing so.

We thank all candidates in advance, but only those candidates who meet the minimum requirements of the job posting will be contacted.

Any offer of employment is contingent upon successful completion of references. Successful applicants shall be required to provide original transcripts to validate their academic qualifications as a condition of employment at CMCC.

Compliance with the CMCC Communicable Diseases Policy is a requirement for employment with CMCC. Please see <https://www.cmcc.ca/about-cmcc/policies> for more information.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and CMCC Accessibility Policy, accessible formats and communication supports are available upon request for all parts of the hiring process. Applicants are required to make their needs known in advance. Please contact Human Resources at hadmin@cmcc.ca

In our commitment to promote fair and equitable treatment of all employees and applicants, CMCC provides equal employment opportunities for all individuals regardless of age, sex, disability, race, ethnic origin, citizenship, creed, sexual orientation, marital status or any other ground as described in the Ontario Human Rights Code. CMCC's implementation and support of employment initiatives encourage diversified labour force participation and equal access to opportunities based on merit and performance.

