

## Job Posting #66798:

<b>Job Title</b>	Senior Associate Registrar, Student Services & Financial Support
<b>Location</b>	Central Campus
<b>Job Type</b>	Continuing
<b>Employee Group</b>	TMG
<b>Department</b>	Office of the Registrar
<b>Salary Grade/Band</b>	Band N
<b>Salary Range</b>	\$109,482.00 - \$164,224.00 (annual)
<b>Hours per Week</b>	35
<b>Job ID</b>	66798
<b>Regular/Temporary</b>	Regular
<b>Open Date</b>	03/18/2025
<b>Close Date</b>	04/07/2025

## Department Description

The Office of the Registrar provides a number of services to both prospective and current students and is the primary information source on enrolment, convocation ceremonies and important student dates and events throughout the year. We are a smart, collaborative group of approximately 100, spread across 8 departments: Student Services & Financial Support, Student Recruitment, Undergraduate Admissions, Student Records & Systems, Scheduling & Examinations, Student Communications and Central RO Administration. This supportive and dynamic team works together to provide assistance to students from their initial recruitment contact with McMaster until they graduate.

**We are currently hiring a Senior Associate Registrar, Student Services & Financial Support that will use a variety of specialized skills to promote and support the overall strategic plan of the Office of the Registrar.**

The Senior Associate Registrar reports to the University Registrar. The Senior Associate Registrar provides leadership and strategic direction for the Student Services & Financial Support unit.

The two areas (Student Services & Financial Support) are unique and distinct but naturally connected. Student Services provides employees with an opportunity to be engaged and support students at McMaster in meaningful ways. The team services over 30,000 individuals, takes a first-contact resolution approach in helping students navigate self-service options, providing transactional and in-depth assistance and university/financial advising.

Financial Support connects students with government financial aid, bursaries, work programs and scholarships, they support the management of scholarships and awards for the university and liaise with key campus and community partners. These resources

help make post-secondary education more accessible and recognize students' academic, co-curricular and community achievements.

## **Job Summary**

The Senior Associate Registrar works with and on behalf of the academic community to strategically direct the development and implementation of policy and operational services in support of the University's academic mission. Working closely with senior academic leaders, the Senior Associate Registrar creates a policy and operations framework for registrarial services that support the student experience and academic administration across the university.

Provide leadership in registrarial processes and communicate, facilitate, and support these processes within the broader university community. The Senior Associate Registrar works collaboratively with groups to ensure the consistent application of registrarial policies and procedures in the different academic units.

## **Accountabilities**

The Sr. Associate Registrar, Student Services & Financial Support at McMaster University plays a pivotal role in enhancing the student experience by strategically managing the comprehensive service delivery of student services and financial support operations.

Work with Faculties to identify business needs related to the University's academic mission and determine strategic solutions that support the objectives to students, faculty, and staff.

Develops, advises on, and implements Senate policy related to his/her relevant area. Communicates changes and impacts to the University community.

Negotiates with Faculties and other stakeholders support services for new and continuing programs.

Works with other key University stakeholders including Continuing Education, Financial Services, Facilities, Academic Integrity and others to ensure coordination of processes and consistency of policy. Advises the University Registrar on service integration issues and initiatives.

Demonstrates leadership in determining business processes and the facilitation of these processes through the application of technology. Directs the functional application of information systems and is responsible for understanding and implementing key

information technologies relevant to the area. Is responsible for keeping abreast of technologies relevant to the area and managing local applications.

Chairs committees or working groups related to their area. Attends University committees as required. Chairs inter-faculty working group related to registrarial services. Ensures compliance with applicable policy, legislation, and procedures of government and other third parties, including provincial privacy and information laws and accountability requirements.

Directs efficient and effective business processes through the continuous evaluation of those processes and their application with the technological platforms.

Identifies emerging needs and trends and develops timely and effective initiatives, programs or services to address them.

Creates and maintains the operational infrastructure necessary to support the administration of academic support policies. Ensures effective and responsive practice in areas of responsibility.

Working with University Technology Services and the RO Systems team, the position is responsible for the configuration and operation of the student information system and for the integrity of data within that system. Ensures collection of service data for accountability and operational improvement purposes.

Supports program approval processes by providing relevant advice to Faculties on implementation considerations.

Leads respective areas through any applicable Ministry of Training, College and University, external and/or internal audits. Is responsible for ensuring area passes such audits and responds to any findings.

Represents McMaster in the external community through participation in industry or professional committees, government working groups and inter-university collaborations.

Ensure responsive and relevant service to students, faculty, staff and other University stakeholders.

### **Human Resources Management:**

Designs and maintains organizational structure. Forecasts, manages, and reports on budgetary needs of areas under direct authority.

Recruits, hires, trains, manages, and evaluates staff. Ensures effective performance management processes are in place.

Provide team leadership and direction to ensure efficiency, quality of service to clients, high staff morale and conformance to university policies and procedures.

Monitor performance of units to determine whether strategies and plans require adjustment and evaluate the progress towards the attainment of the objectives.

### Strategy Development:

Collaborates with Faculties, University Advancement, and senior leadership to develop and implement strategies that support student enrolment and retention.

Manages student financial support operations, connecting students with government financial aid, bursaries, work programs, and scholarships. Oversees the management of over 13,000 scholarship and bursary awards and supports over 16,000 OSAP applications annually.

Ensures the appropriate receipt and disbursement of funds, compliance with Ministry policies, and represents McMaster in external associations and working groups.

Develops and implements equitable and accessible financial aid and award strategies to support university recruitment and retention.

Is a leader in service culture in the RO and works closely with academic and students affairs partners to ensure consistency in experience for learners.

### Technology Management for Student Services:

Oversees the management of technology tools such as Parchment, WaitWell to support student services.

Implements quality assurance standards, ensures compliance with university policies and provincial privacy laws, and manages periodic reviews and audits to maintain high standards of service delivery.

### Operational Management:

Manages and oversees all aspects of service delivery within the unit.

Assists students and alumni in navigating self-service options, provides transactional and in-depth assistance, and offers university and financial aid counselling.

Leads the design and implementation of new programs and initiatives and ensures service effectiveness through the collection and analysis of key performance indicators.

### **Leadership and Representation:**

Acts as a positive change agent, championing the transformation of student services within the Registrar's Office.

Fosters strong internal relationships and acts as an expert authority during policy decision-making processes.

Represents McMaster University in various associations and committees, further enhancing the university's academic mission.

### **Education and Experience**

Minimum undergraduate degree.

5-7 years experience in management roles in a related area.

#### **The successful candidate will possess the following:**

- Proven strong strategic leadership and management skills, preferably in a unionized environment.
- Strong understanding of and experience in information technology systems particularly ERP applications. Significant experience managing a complex operational environment, including strategic planning, project management and design, and improvement of production systems.
- Experience planning and managing in a complex, multi-stakeholder operational environment, preferably in a post-secondary setting.
- Proven ability to generate creative solutions to complex problems.
- Proven conflict management skills.
- Budget planning and management experience at a senior level.
- Demonstrated tact and diplomacy in relating to colleagues and stakeholders at all levels.
- Strong customer service orientation and interpersonal skills.
- Proven organizational, analytical, and problem-solving skills.
- Excellent communication skills, both written and oral.

- Ability to work and manage with minimal supervision.

## How to Apply

To apply for this job, please submit your application [online](#) by the deadline.

## Employment Equity Statement

McMaster University is located on the traditional territories of the Haudenosaunee and Mississauga Nations and within the lands protected by the “Dish With One Spoon” wampum agreement.

The diversity of our workforce is at the core of our innovation and creativity and strengthens our research and teaching excellence. In keeping with its Statement on Building an Inclusive Community with a Shared Purpose, McMaster University strives to embody the values of respect, collaboration and diversity, and has a strong commitment to employment equity.

The University seeks qualified candidates who share our commitment to equity and inclusion, who will contribute to the diversification of ideas and perspectives, and especially welcomes applications from indigenous (First Nations, Métis or Inuit) peoples, members of racialized communities, persons with disabilities, women, and persons who identify as 2SLGBTQ+.

As part of McMaster’s commitment, all applicants are invited to complete a confidential Applicant Diversity Survey through the online application submission process. The Survey questionnaire requests voluntary self-identification in relation to equity-seeking groups that have historically faced and continue to face barriers in employment. Please refer to the [Applicant Diversity Survey - Statement of Collection](#) for additional information.

Job applicants requiring accommodation to participate in the hiring process should contact:

- [Human Resources Service Centre](#) at 905-525-9140 ext. 222-HR (22247), or
- [Faculty of Health Sciences HR Office](#) at ext. 22207, or
- [School of Graduate Studies](#) at ext. 23679

to communicate accommodation needs.

## Hybrid Work Language:

To ensure an ongoing and vibrant University community that meets the needs of our students, staff and faculty and supports the University mission, ability to work on-site continues to be a requirement for most University positions. The University is supportive of exploring flexible work arrangements that effectively balance operational needs and employee interests.