



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
<b>Aurora College</b>	<b>Registrar</b>	
<b>Position Number(s)</b>	<b>Community(s)</b>	<b>Division/Region(s)</b>
<b>91-10462</b>	<b>Fort Smith</b>	<b>Student Services</b>

## **PURPOSE OF THE POSITION**

The Registrar is a management position within the Student Services division. The Registrar manages the Registrar's Office by providing support to students from their first point of contact with the College through to graduation and beyond. The Registrar provides responsive leadership in the delivery of all admissions and registration services to meet Aurora College's goals and strategic directions, including making the best use of rapidly changing technology. The Registrar works collaboratively with faculty, Academic staff, and administrators to develop and implement changes to procedures and policies that ensure accuracy and relevancy.

## **SCOPE**

The Registrar position is located in Fort Smith and reports to the Director, Student Services. The Registrar is responsible for a budget of approximately \$500,000.

Reporting directly to this position is the Associate Registrar, and three Admissions Officer's (one in each of the three College regional locations: Thebacha Campus, Fort Smith; Aurora Campus, Inuvik; and Yellowknife/North Slave Campus, Yellowknife), The incumbent also works collaboratively with the Residence staff at Fort Smith, Inuvik, and Yellowknife regarding the management and operation of the computerized Student Residence Module which is part of the Student Records System.

The Registrar works collaboratively with the Director, Student Services regarding student matters; Vice President, Education & Training (VPE&T) regarding academic matters; Vice President Community and Extensions regarding specific community academic matters, and the Manager, College Relations and Communication regarding promotional/marketing/recruiting materials. The Registrar is responsible for providing college-wide vision, leadership, direction, strategic planning and management of the student registration process, enrolment management process and verifications of grades and academic records management, Prior Learning Assessment and Recognition (PLAR)

process, program completion requirements, credential awarding, and transcript services. The Registrar also provides institutional vision and leadership in maintaining academic standards and related policies, and is the final guarantor of the validity, accuracy, and security of student academic records. The Registrar is responsible for the management of bursaries, scholarships and awards and works collaboratively with the Vice President Education & Training in regards to the organization and execution of convocation ceremonies. The Registrar is the College's Alternate for Access to Information and Protection of Privacy (ATIPP), and the representative on the Alberta Council on Admissions and Transfer (ACAT) Committee. He/she manages the production of the College's annual academic calendar, supports with student recruitment initiatives and oversees the coordination and distribution of the annual campus program schedules.

The Registrar provides leadership, direction and professional support to ensure timely processing of applications, course and program registrations, and accurate and effective communications of admission decisions and enrolment processes to applicants, Chairs of Schools and College senior management.

The Registrar serves as the custodian of student records and is accountable for the security, integrity, and accuracy of academic records and the development and implementation of related academic policies and procedures which support the College's mandate. This work is accomplished in compliance with relevant Aurora College policies and standards.

The Registrar must keep apprised of trends within post-secondary education provincially and nationally and be able to interpret how forces and factors at play influence the College in general and student services and the registration function specifically. The incumbent monitors' best practices with respect to these functions and ensures the College enhances the services it provides in a positive and ongoing manner. The Registrar regularly meets and works closely with other senior managers to determine how cooperation and collaboration can lead to improved service provision at the College.

The Registrar is responsible for ensuring the effectiveness of policies, systems and procedures which support creation, maintenance, preservation and accurate reporting of student academic and related data. The Registrar, in consultation with the Vice President, Education & Training, works collaboratively with ACAT to ensure program and course transferability are maintained and recognized within the province of Alberta.

The Registrar takes a proactive, collaborative and consultative approach concerning communication with other senior managers in the college and undertakes ongoing collaboration with external territorial, provincial, and national committees and organizations.

## **RESPONSIBILITIES**

**The Registrar is responsible for the leadership and effective management of all activities as they relate to the function of the Office of the Registrar.**

### **1. Leadership and Management**

- Manages all processes and protocols related to enrolment management including student registration and records management.
- Ensures efficient and effective services and systems for student screening, admitting, registering, scheduling, tracking, retaining, transferring and graduating of students.
- Monitors the annual admissions cycle from point of application through admission and ensures a high level of customer service by making timely adjustments as required.
- Ensures the maintenance of registration and academic records system in order to maximize efficiency and to ensure that the paper and electronic records captured are accurate and complete.
- Manages the computerized Student Records System (SRS) to ensure ongoing development and operation of the system by liaising with the Manager, Information Systems and Technology and the SRS support contractor. Develops and maintains a disaster response and business continuity plan to protect the Student Records System and ensure the timely resumption of normal business in conjunction with the College's policies and emergency response plan.
- Ensures effective systems for the storage, retrieval and distribution of student information, including both paper and electronic records.
- Ensures the integrity and security of archived student records.
- Analyses data from the SRS to support college planning and policy development (e.g., historical trends analysis by program, by campus, and by college-wide activity; ethnicity, age, and gender studies; program analysis etc.).
- Manages the production of student statistical data and reports for the Department of Education, Culture and Employment, Statistics Canada, and other external agencies.
- Provides advice to the Director, Student Services regarding student matters.
- Researches, develops and maintains policies, regulations, procedures and systems for Admissions and Registration.
- Oversees the management of the College's scholarship, bursary, and student awards program in consultation with campus representatives.
- Manages the Graduate Survey project every two years (survey of graduates, compilation of survey data, and production of the Graduate Survey report).
- Works collaboratively with the VPE&T and Campus Management regarding the planning and implementation of convocation, the College's highest profile public event.
- Ensures that the students have met all criteria required for graduation.
- Oversees the preparation of official certificates, diplomas, and other College parchments for authorized signatures.
- Manages the coordination and distribution of the annual campus program schedules.
- Manages the Prior Learning Assessment and Recognition (PLAR) process College wide, and is a member of the national Canadian Association for Prior Learning Assessment (CAPLA) Strategic Advisory Panel on the Recognition of Prior Learning.

- Manages the annual honor roll process.
- Manages and coordinates ATIPP requests within the College.
- Manages the production and distribution of the College calendar, ensuring the accuracy of program and course descriptions, tuition and other fees, and any other pertinent and essential information necessary in a college calendar. This is done in consultation with the VPE&T and the Manager, College Relations and Communications.
- Oversees the process and requirements of invigilation services College-wide.

## **2. Human Resource Management**

- Encourages the development of leadership skills and knowledge in all staff through mentoring and support.
- Develops a departmental training plan to map out training requirements as well as developmental/beneficial training for staff.
- Ensures that all aspects of the recruitment process are carried out according to GNWT and Aurora College policy and guidelines.
- Ensures that all staff are fully orientated to their positions.
- Implements a performance management process for all staff which includes monitoring the performance of staff on an ongoing basis and the completion of annual performance appraisals. Coaches and mentors staff as appropriate to improve performances.
- Ensures appropriate and consistent action is taken to discipline staff when necessary using the progressive discipline model. Seeks assistance from the GNWT Human Resources to enforce discipline and from the President's Office in the event of dismissal.
- Establishes a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations.
- Ensures that a positive customer oriented services is provided by training, supporting, and coaching all registration staff.

## **3. Internal/External Relations and Committee Work**

- As a member of various College committees, participates in the overall planning and operations of the institution including strategic, educational, and budgetary planning, and program and service evaluation.
- Works collaboratively with the Senior Management Team on the development and implementation of communication activities and publications for new student prospects and applicants.
- As a member of the Policy Working Committee, consults with faculty and academic units to develop effective procedures to implement admission and retention policies.
- Represents the College on various external committees as required.
- Works collaboratively with Registrars and Enrolment Management Administrators across Canada.
- Works collaboratively with the Department of Education Culture & Employment in the production of the Postsecondary Indicators reports and responds to requests from the department for data on college programs and services.
- As the College representative and member of the Alberta Council on Admissions and Transfer (ACAT), coordinates, communicates and maintains records of

articulation of courses and programs between the College and other institutions for inclusion in the Alberta Transfer Guide.

- Member of the national Canadian Association for Prior Learning Assessment (CAPLA) Committee.
- Liaises with Statistics Canada and other statistical agencies on behalf of the College and provides them with data on request.
- Maintain professional contact through professional associations and committee memberships/educational institutions.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Progressive leadership, management, and supervisor experience in a post secondary educational institution, specifically in the office of the Registrar.
- Proven ability in strategic and budget planning.
- Extensive knowledge of registration and academic, practices, trends and issues.
- Demonstrated working knowledge of a student records system.
- Comprehensive knowledge of post-secondary systems including the rules, regulations, procedures and policies as related to enrollment management, registration, accounts receivable, and student services.
- Ability to work collaboratively with senior management and staff in planning and developing divisional and college wide directions, policies and standards.
- Knowledge of northern cultures, communities, cross-cultural and political awareness of organizations.
- Ability to listen, and communicate effectively both orally and in writing with staff, students and external clients from a wide range of constituencies in a diverse community setting.
- Excellent interpersonal skills and the ability to work in a team environment.
- Knowledge and strengths in statistical analysis and trend research and analysis.
- Ability to assess, evaluate, interpret and administer College policies and procedures.
- Knowledge of the financial administration legislation, budgeting, monitoring, and reporting on policies and procedures that affect the establishment of courses and programs within the College.
- Knowledge and a detailed theoretical and practical understanding of adult education theory and practices in a college setting.
- Demonstrated working knowledge of the organization and structure of the College and the relationships between the College and various partners in the communities, across the Territories and in other jurisdictions.
- Knowledge and understanding of the development, implementation, coordination, delivery and evaluation of college programs.
- Ability to work and deal effectively with stressful and crisis situations and solve complex problems.
- Proven ability in time management.
- Knowledge of the application process and registration policies, procedures.
- Knowledge of systems of standardized testing procedures and protocols.
- Knowledge of the requirements for transfer agreements between the College and other institutions.
- Knowledge and ability to provide advanced credits, transfers, and prior learning assessment and the granting of such credits.

- Knowledge of methods to determine student completion from courses or programs.
- Knowledge and ability to provide sound career counseling services.
- Excellent computer skills, including a working knowledge of computerized student records systems, word processing, spreadsheets, e-mail and database systems.
- Strong public relations and marketing skills.
- Ability to work independently in a busy setting.
- Demonstrated ability to establish and maintain effective working relationships with all levels within the institution and with students and to work as part of a senior management team.

**Typically, the above qualifications would be attained by:**

- Completion of a relevant undergraduate degree such as Education, Adult Education or Arts.
- 3 years supervisory experience in a post-secondary institution.
- 5 years experience working in a Registrar's Office.

**WORKING CONDITIONS**

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

**Physical Demands**

The incumbent is required to travel between various locations on a regular basis which may cause physical fatigue depending on the frequency. On occasion, the incumbent is expected to lift heavy items such as boxes of records or college calendars. The incumbent must spend long hours on the computer which requires a great deal of attention to detail, which can cause physical strain and fatigue. There are ongoing needs for personal interaction which can lead to physical or mental fatigue.

**Environmental Conditions**

The incumbent is located in a busy office area. The incumbent is faced with frequent interruptions and must meet with others on a regular basis. The incumbent is required to travel between various locations in order to train new staff and attend meetings with external agencies on behalf of the College. Environmental weather conditions can have an effect on the travel especially during the winter months.

**Sensory Demands**

The incumbent must spend long hours in intense concentration of both a technical and an interpersonal nature. Attention to detail and high levels of accuracy are required. The incumbent must be especially adept at listening to and understanding others from a diverse cross cultural environment.

**Mental Demands**

The incumbent is faced with significant mental demands stemming from the need to communicate with others on a regular and ongoing basis. Stress can be caused by the need to inform others of sensitive and occasionally disappointing information. The

incumbent must deal tactfully with students who are sometimes demanding and verbally abusive. The incumbent is exposed to tight deadlines and a large workload with competing priorities and demands. The need to respond to these inquiries in a timely manner can be stressful. Facing many situations simultaneously requires good organizational and time management skills to deal with each and the proper attention can be very taxing at times. Working a balance between student/staff conflicts/needs requires diplomacy and the ability to be fair and professional to both groups.

### **ADDITIONAL REQUIREMENTS**

#### **Position Security (check one)**

- ☐ No criminal records check required
- ☒ **Position of Trust – criminal records check required**
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

#### **Official Language Considerations (check one)**

- ☒ **Not required**
- ☐ Bilingual required (state language):\_\_\_\_\_