

IDENTIFICATION

Department	Position Title	
Aurora College	Associate Registrar (Systems)	
Position Number	Community	Division/Region
91-15759	Fort Smith	Student Services

PURPOSE OF THE POSITION

Under the direction of the Registrar, the Associate Registrar (Systems) works collaboratively with the Registrar, Associate Registrar (Finance), Associate Registrar (Academic) and other members of the Office of the Registrar team to develop, organize, lead and administer activities and services that meet the needs of students, faculty and other service users, efficiently and effectively enabling Aurora College to achieve its enrolment and retention goals. The Associate Registrar (Systems) is the primary lead on developing business processes related to student information system administration of student records such as processing applications, registering students, structuring data entry and resolving student information system errors and problems.

SCOPE

The position of Associate Registrar (Systems) is located in Fort Smith and reports directly to the Registrar. The incumbent contributes to the effective operation of the Office of the Registrar by assisting with a wide variety of responsibilities and duties relating to admissions and the Student Information System (SIS). The Associate Registrars support the effective management of specific functions within the Office of the Registrar including:

- Developing and implementing business processes and systems related to admissions and registration;
- Developing and implementing systems to maintain academic student records in accordance with college bylaws and policies as well as in compliance with territorial and federal laws and regulations;
- Overseeing the work product and productivity of Admissions Officers to enforce internal procedures and controls, resolve problems and errors, and achieve peak productivity and performance;
- Managing aspects of grade and transcript processing, graduation and completion audits, issuance of official parchments and documents;
- Interpreting and enforcing academic rules and regulations including monitoring

- academic standing, probation, suspensions and honour roll;
- Participating in development, implementation and maintenance of policies and procedures, short- and long-range plans, and project tasks and management;
- Serving as the data steward for the SIS including developing and implementing internal business systems and procedures for efficient use of the SIS; liaising with other departments and external agencies to ensure integrity of student data; and championing change of process to maximize functionality of the SIS;
- Collaborating by verifying and proofreading college documents/resources including the academic calendar, program delivery schedule, college website, and marketing materials;
- Creating, analyzing and distributing reports related to student data including applicant, enrolment, completion and student records data to support institutional analysis and planning especially as related to Strategic Enrolment Management;
- Developing and implementing business processes related to student financial accounts including student charges (ex. tuition, fees, rent, etc.), payments, credits, payment plans, tax receipts, sponsor agreements, scholarships and bursaries;
- Coordinating and collaborating on registrar functions and procedures including Prior Learning Assessment and Recognition (PLAR), transfer credit processing, and ATIPP requests for access to student records/information;
- Ensuring the provision within the Office of the Registrar of quality customer service in person, online, by email, and on the telephone with students, staff, government departments, employers, etc.

RESPONSIBILITIES

1. Provides ongoing support to the Registrar and the Office of the Registrar by managing and supporting the student admissions and registration processes College-wide.

- Develops and implements business processes and systems related to admissions and registration.
- Provides ongoing support to the Admissions Officers with the operation and use of the Student Information System (SIS).
- Provides ongoing support to the Admissions Officers with the admission and registration processes during critically busy times i.e. fall and winter registration.
- Assists students and responds to student inquiries regarding application, registration, completion and other forms and processes.
- Receives online applications and inquiries and assigns them to Admissions Officers or other Office of the Registrar team through the *Handling* process.
- Reviews and confirms accuracy of data entered during admissions and registration for accuracy and problem-solving.
- Oversees the work product and productivity of Admissions Officers to enforce internal procedures and controls, resolve problems and errors, and achieve peak productivity and performance.

2. Provides academic administration and oversight by enforcing academic rules and regulations, policies and bylaws, and program and course requirements.

- Assists with the certification of authenticity of student records and transcripts ensuring compliance with academic and graduation requirements.

- Assist with the preparation and issuance of official transcripts and documents of recognition such as certificates and diplomas.
- Coordinates the preparation of graduation lists, honour roll lists, and other lists related to the program completion and academic achievement.
- Liaises with academic faculty and administration in order to ensure accuracy and currency of program and course information and requirements.
- Assists the Registrar with academic related functions such as assessment of prior learning and recognition of transfer credit.
- Interprets and enforces academic rules, regulations, policies and bylaws as well as provides advice and consultation to students and academic faculty.
- Collaborates by verifying and proofreading college documents/resources including the academic calendar, program delivery schedule, college website, and marketing materials.
- Assists with the maintenance of information regarding College programs and courses for inclusion in the ACAT.

3. Develops and implements business processes related to student financial accounts.

- Develops business processes for student financial transactions that are consistent with the functionality of the SIS, functionality of the Aurora College financial system, generally accepted accounting principles, and other legal requirements.
- Oversees the administration of student charges, payments, refunds and credits.
- Manages the issuance of student financial credit including payment plans in a manner consistent with college policy.
- Administers student sponsor agreements and consults with sponsor agencies regarding invoicing and payment.
- Manages student scholarships, bursaries and awards processes college-wide including working with award sponsors.

4. Oversees the development and implementation of the Student Information System and related business processes.

- Enters and ensures proper numbering of programs and courses in the SIS.
- Conducts research, gathers data and provides analysis of student registration, enrolments, and graduation information.
- In collaboration with the Programmer/Systems Analysts develops reports based on research and SIS data and findings and makes recommendations.
- Review and verify information data entered in SIS for accuracy and correctness.
- Serves as the data steward for the SIS including developing and implementing internal business systems and procedures for efficient use of the SIS.
- Coordinates and prints reports from SIS as requested by the Registrar for analytical and statistical purposes and for the President and Board of Governors i.e quarterly and annual enrolment reports.
- Creates, analyzes and distributes reports related to student data including applicant, enrolment, completion and student records data to support institutional analysis and planning especially as related to Strategic Enrolment Management;
- Compiles data (e.g. flow charts, spreadsheets, tables, etc.) required for accountability reporting for industry-government partnerships (e.g. the Aboriginal Skills and Employment Program). Performs special institutional research projects of a

confidential and sensitive nature (e.g., research and analysis of College instructional staff contact hours).

5. Other associated responsibilities.

- Assists with the development and implementation of internal College policies affecting the function of the Office of the Registrar.
- Liaises with campus staff, territorial and federal government departments, Aboriginal organizations, industry, etc.
- Represents the College and Office of the Registrar on internal and external committees and associations (e.g. Alberta Council on Admissions and Transfers; Association of Registrars of the Universities and Colleges of Canada).
- Makes recommendations for the improvement of business processes and systems which will improve effectiveness and efficiency.
- Develops and assists in developing solutions to day-to-day challenges.

WORKING CONDITIONS

Physical Demands

No unusual physical demands.

Environmental Conditions

No unusual environmental demands.

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.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong organizational skills to balance conflicting demands, priorities, maintain office standards and maintain and improve divisional efficiency
- Demonstrated knowledge of a variety of automated systems and software such as a student

information system, word-processing (MSWord), presentation software (MS PowerPoint), spreadsheets (MS Excel); database management software (MS Access), and electronic mail (MS Outlook).

- Excellent knowledge and understanding of the organization and structure of the College – purpose, policies, program areas, campuses and regions, funding and decision-making processes, and relationship to the Department of Education, Culture and Employment.
- Knowledge and understanding of adult and post-secondary education, in particular with respect to Northern educational issues.
- Knowledge and understanding of Northern cultures, communities, governments and politics.
- 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.
- Strong writing skills to compose, edit and proofread correspondence and reports.
- Excellent interpersonal skills and the ability to work in a team environment.
- Ability to work and deal effectively with stressful and crisis situations and solve complex problems.
- Proven knowledge of the requirements for transfer agreements between the College and other institutions.
- Knowledge and ability to provide sound career counseling services.
- Ability to work independently in a busy setting.
- Proven ability in time management.
- Ability to work independently and with minimal supervision.

Typically, the above qualifications would be attained by:

- Completion of a relevant undergraduate degree such as Business Administration, Education or Adult Education.
- 5 years progressive experience working in a Registrar's Office.
- 5 years progressive experience working with student records systems.

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

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred