

# Kwantlen Polytechnic University

## POSITION DESCRIPTION

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**POSITION:** ASSOCIATE REGISTRAR,  
ADMISSIONS, GRADUATION & ENROLMENT SERVICES

**INCUMBENT:**

**DIVISION:** Student Affairs

**DATE:** January 2013

**DEPARTMENT:** Office of the Registrar

**LOCATION:** Surrey Campus

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### OBJECTIVES

The primary objective of the Associate Registrar, Admissions, Graduation and Enrolment Services is to assist the Registrar as well as the Manager, Graduation; the Manager, Admissions & Transfer Credit; and the Manager, Enrolment Services in carrying out their responsibilities with respect to the delivery of quality service and systems in accordance with Kwantlen Polytechnic University's strategic plan. In particular, under direction from the Registrar this position is responsible for the ongoing creation, delivery, maintenance, management and benchmarking of services as well as the development of training and related materials. The position oversees the following service departments within the Office of the Registrar: Office of Admissions, Transfer Credit Department, Graduation Office, Student Enrolment Services.

### ORGANIZATIONAL STRUCTURE

The incumbent reports directly to the University Registrar. Reporting directly to the Associate Registrar, Admissions, Graduation and Enrolment Services are the Manager, Graduation; the Manager, Admissions and Transfer Credit; the Manager, Enrolment Services and the Assistant Registrar, Admission Systems.

### NATURE AND SCOPE

The Associate Registrar, Admissions, Graduation and Enrolment Services is located at the Surrey Campus. The incumbent works closely with the other Associate Registrars on service matters related to domestic and international admission, transfer credit evaluation, graduation audits, front line service delivery to students and the university's Convocation ceremonies, in addition to staff hiring, evaluation and discipline. The incumbent also works closely with the Manager, Records, Registration and Scheduling on matters related to systems development and reporting criteria.

## **SPECIFIC ACCOUNTABILITIES**

1. Act with full authority in the absence of the University Registrar.
2. Ensure the efficient operation of the admissions, articulation, scheduling, registration, records and graduation functions and ensures that these services are delivered effectively and consistently.
3. Undertake routine policy reviews in order to ensure that policies administered by Registrar Services are credible and consistent with the strategic direction of the institution and enrolment management goals.
4. Identify issues and options for policy revision in consultation with academic divisions and student service departments. Provide analyses and recommendations for consideration by the Associate Registrars, the Registrar as well as Directors and Deans of other Kwantlen divisions and departments.
5. Assist the Associate Registrars in preparing draft policy that is precise, clear, equitable and actionable.
6. Maintain a working relationship with other departments and academic divisions soliciting input on the services offered by Student Enrolment Services.
7. Plan and implement technological change in support of the unit.
8. Administer the BCGEU Collective Agreement, represent management in the grievance procedure and provide input to the University's negotiating committee in formulating bargaining proposals. When requested, represent management on the negotiating committee for the renewal of the BCGEU Collective Bargaining Agreement.
9. Assist in the hiring, orientation, evaluation, development, promotion and discipline of staff according to established University policies and consistent with collective agreement provisions. Support direct reports in the day-to-day supervision of staff on all campuses.
10. Plan and coordinate staff orientation and professional development activities for the unit.
11. Manage/facilitate special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services. Work collaboratively with other managers within the Office of the Registrar in communicating project needs, status and deliverables.
12. Recommend and implement, in consultation with the Associate Registrars and Registrar, quality-based assessment processes to inform strategic development.
13. Assists the Associate Registrars and Registrar in the development and tracking of department capital and operating budget requests and ensures that operating and auxiliary expenditures for the unit fall within approved budgetary allocation.
14. Provide leadership and guidance to ensure the effective and productive performance of the staff in the unit.

15. Establish and maintain a departmental climate that supports student-centered service and reflects the mission, vision and values of the Office of the Registrar and of Kwantlen Polytechnic University.
16. Develop and administer the unit's staffing plan.
17. Review business practices to ensure the integrity of Kwantlen Polytechnic University's student information system is maintained. Implement improvements as needed.
18. Coordinate student information system training for other Kwantlen divisions and departments.
19. Provide advice and collaborate with other Kwantlen departments and divisions in the development and implementation of new services, policies and procedures.
20. Liaise, collaborate and provide direction to external stakeholders such as high school and school district representatives, ministry representatives and representatives from other post secondary institutions.
21. Assist in developing and implementing measures to carry out a service plan detailing the department's vision, mission and values.
22. Perform on-going tracking and analysis of transactions.
23. Assume additional responsibilities and duties as assigned by the Registrar.

#### **CANDIDATE PROFILE**

- A Master's Degree and 5 – 10 years management experience in a fast-paced, post secondary or student affairs setting with increasing levels of responsibility.
- Outstanding presentation, written and verbal communication skills.
- Demonstrated commitment to providing outstanding service.
- In-depth knowledge of Canadian post secondary education systems.
- Proven track record of effective team management and implementing change resulting in improvements to service quality, staff productivity and systems efficiency.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to exercise tact, diplomacy and conflict resolution skills.
- Experience managing multiple projects within a rapidly changing environment.
- Successful experience training and managing staff.
- Advanced level computer skills including PowerPoint, Word, Excel, and Access.
- Intermediate knowledge of Banner (Student) or other similar student information system.
- Possession of a valid driver's license and access to a vehicle. Inter-campus travel is required.