

## POSITION DESCRIPTION

**Division:** Student Affairs

**Working Title:** Manager, Admissions and Transfer Credit

**Dept.:** Office of the Registrar

**Incumbent:** Vacant

**Date:** December 2013

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### OBJECTIVES

Under the general direction of the Associate Registrar, Admissions, Graduation & Enrolment Services the Manager, Admissions and Transfer Credit is responsible for the efficient and effective operation of the Admissions and Transfer Credit departments. The Manager, Admissions and Transfer Credit will assist with carrying out responsibilities related to the delivery of quality admissions and transfer credit functions and services in accordance with the division of Student Affairs and Kwantlen Polytechnic University's strategic plan. In particular, this position is responsible for the ongoing management, delivery and benchmarking of service quality as an integral part of KPU's strategic enrolment management plan, in addition to the development of training and related materials across all campuses.

### ORGANIZATIONAL STRUCTURE

The position reports to the Associate Registrar, Admissions, Graduation & Enrolment Services. Reporting to the Manager are support staff in the Admissions and Transfer Credit departments.

### NATURE AND SCOPE

The Manager, Admissions and Transfer Credit is accountable for the supervision and delivery of Admissions and Transfer Credit services. The incumbent works closely with other Managers in the Student Affairs division on matters associated with the delivery of service in relation to student recruitment, admission, transfer credit evaluation, conversion, registration, program progression, graduation, and convocation. The Manager develops and maintains documentation for training purposes in Admissions and Transfer Credit. The incumbent hires, coaches, evaluates and motivates staff for successful performance of their duties. He/she manages staff performance, ensuring expectations are clear and standards are achieved. Takes appropriate disciplinary action when required.

### SPECIFIC ACCOUNTABILITIES

1. Conduct routine procedural review in order to ensure that practices administered by the Admissions and Transfer Credit departments are credible and consistent with policies and the strategic direction of the institution and its enrolment management goals.
2. Identify issues and options for procedural revision in consultation with academic divisions and student service departments. Provide analysis and recommendations for consideration by the Associate Registrar, as well as Deans and Directors of other Kwantlen divisions and departments.
3. Prepare draft procedures consistent with policies.

4. Recruit, select and provide orientation to new team members. Ensure planned professional development for employees.
5. Supervise and provide leadership to staff through coaching, guiding and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Has the authority to administer discipline (up to and including suspension) when required. Evaluate performance of staff and assist team members to define shared and individual goals, meet target dates and ensure alignment of team goals.
6. 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.
7. Planning and implementation of technological change in support of Admissions and Transfer Credit functions.
8. Manage/facilitate special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services.
9. Work collaboratively with other managers within the Student Affairs division in communicating project needs, status and deliverables.
10. Recommend and implement, in consultation with the Associate Registrar, quality-based assessment processes to inform strategy development and continuous improvement.
11. Assist in establishing and maintaining a departmental climate that supports student-centred service and reflects the mission, vision and values of the Student Affairs Division and of Kwantlen Polytechnic University.
12. Work closely with the Associate Registrar to develop and administer the staffing plan for both the Admissions and Transfer Credit departments.
13. Review business practices to ensure the integrity of Kwantlen's student information system is maintained and implement changes as required.
14. Assist with the coordination and development of student information system training for other KPU divisions and departments.
15. Participate in the enhancement of systems and processes for registration, customer relations management, records and graduation.
16. Assist the Associate Registrar in the development and tracking of department capital and operating budget requests and ensure that operating and auxiliary expenditures for the Admissions and Transfer Credit departments fall within approved budgetary allocation.
17. Provide advice and collaborate with other KPU departments and divisions in the development and implementation of new services and procedures related to admissions and transfer credit.
18. Plan, coordinate and deliver presentations to prospective students, continuing students and external stakeholders.
19. Liaise and collaborate with external stakeholders such as high school representatives, school district representatives, ministry representatives and representatives from other post secondary institutions.

20. Assist in developing and implementing measures to carry out a service plan detailing the department's vision, mission and values.
21. Perform on-going tracking and analysis of service transactions.
22. Evaluate and authorize exceptions and variances to institutional procedures on matters related to admissions and transfer credit.
23. Assume additional responsibilities and duties as assigned by the Associate Registrar.

## **QUALIFICATIONS**

- A Bachelor's Degree and a minimum 3-5 years management experience in a fast-paced customer service environment (preferably in a post secondary, student services setting) with increasing levels of responsibility.
- Outstanding presentation, written and verbal communication skills.
- Demonstrated commitment to providing outstanding customer service.
- In-depth knowledge of Canadian post-secondary education systems.
- Knowledge of International post-secondary education systems.
- Experience with domestic and international credential evaluation and articulation agreements.
- 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.
- Excellent personal computer skills including PowerPoint, Word, Excel and database software such as Access.
- Intermediate knowledge of Banner (Student) or other similar student information system.
- Possession of a valid driver's license and access to a vehicle. Frequent inter-campus travel is required.