



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Assistant Registrar, Admissions and Transfer

DEPARTMENT: Recruitment and Admissions

DATE CREATED: June 2021

DIVISION/FACULTY: Office of the Registrar

DATE REVISED: July 2024

ORGANIZATIONAL STRUCTURE

This role reports to the Associate Registrar, Recruitment and Admissions. Reporting directly to this position are members of the Admissions and Transfer team.

PRIMARY FUNCTION

The primary function of the Assistant Registrar, Admissions and Transfer is to ensure the efficient and effective operation of the Admissions and Transfer unit, providing oversight for the delivery of quality admissions and transfer credit functions and services. They will lead a strong team in the delivery of service excellence, providing functional, technical and operational expertise in the management of service delivery and student systems to the Office of the Registrar and the University.

The incumbent is a process-driven problem solver who utilizes their analytical and technical skills in the field of post-secondary admissions, articulation and transfer credit. They are also a champion of service delivery, leading a team that consistently works to improve service quality, staff productivity and systems efficiency.

The incumbent ensures KPU maintains compliance with university, provincial, and federal policies and reporting requirements. To that end they maintain a deep understanding of University policies and KPU's student information system along with other related systems, in order to guide the implementation, maintenance and advancement of systems and service goals within the Office of the Registrar.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.



2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.
3. Attracts and retains staff by developing and implementing recruitment and selection strategies, providing staff orientation, and ensuring a stimulating work environment focused on student-centred service. Develops a comprehensive training plan for the team. Takes appropriate disciplinary action when required.
4. Conducts routine procedural review in order to ensure that business processes are compliant with university, provincial and federal policies and reporting requirements as well as the strategic direction of the institution and its enrolment management goals. Recommend and implement, in consultation with the Associate Registrar, quality-based assessment processes to inform strategy development and continuous improvement.
5. Supports the development and implementation of a departmental service plan in line with the division's vision, mission and values and KPU's strategic enrolment planning goals.
6. Serves as an internal business systems and procedures consultant to the Office of the Registrar and other areas relating to applicants, admission and transfer credit. Consultation services range from evaluating business processes for efficient use of systems; championing new technologies in the Office of the Registrar; and liaising with other departments, external stakeholders and agencies such as School District representatives, relevant Ministries, BC Campus, EducationPlanner BC, and the BC Council on Admissions and Transfer to build partnerships and execute data exchanges.
7. Oversees the efficient processing of admission applications, transfer credit requests, and the associated timely communication with applicants and students.
8. Manages application cycle timelines, reviews and monitors admission targets and capacity, and ensures effective offer management practices are in place.
9. Participates in developing and administering departmental policies and procedures, ensuring they are consistently applied by all team members, and advising members of KPU accordingly.
10. Uses professional judgement and exercises delegated authority to make discretionary decisions that are exceptions and variances to established regulations and institutional procedures on matters related to admissions and transfer credit.
11. Liaises with the Office of Planning and Accountability to ensure the correct interpretation of operational admission and transfer data, and to ensure that the data captured satisfies institutional reporting needs.
12. Represents KPU and KPU's interests before external agencies, other institutions, various organizations and groups (e.g., Association of Registrars of the Universities and Colleges of Canada, Education Planner BC, various provincial working groups, etc.).



13. Manages special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services.
14. Facilitates, chairs and participates in assigned teams and committees as required.
15. Assists in planning, preparing and monitoring the departmental budget.
16. Inspires others to do their best, develops professionally and contributes to the success of the leadership team.
17. Establishes system requirements, accompanying business processes and related documentation to implement and administer Banner Student modules while providing functional leadership in support of the admissions and transfer credit functions within the Office of the Registrar.
18. Supervises operational reporting for the admissions and transfer department. This includes maintaining and operating broadcast email messaging to applicants and students, utilizing tools that such as FAST Student Reporting, MS-Access, and other reporting tools. May provide analysis of summative reporting when required.
19. Maintains student data integrity and quality assurance by reviewing applicant, application, admission and transfer data acquisition business processes, data quality evaluations, operational aggregate reporting outputs for all admission and transfer environments.
20. Authors, reviews, and evaluates IT proposals (new technology, configurations, customizations, bolt-ons, etc.) for admissions and transfer technology.
21. Responsible for the security of student records in Admissions and Transfer, ensuring that Freedom of Information and Protection of Privacy legislative requirements are upheld and enforced.
22. Maintenance of Banner controls, rules, and validation tables relating to the Banner Student modules and other related systems for admissions and transfer. Recommend revision and optimization of global rules and controls as the University evolves and/or the interaction between people and systems changes.
23. Maintenance of security protocols for providing admission and transfer staff access to the Banner Student Module and other related systems.
24. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
25. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.



QUALIFICATIONS

EDUCATION & EXPERIENCE

- A bachelor's degree in a relevant field;
- Minimum of five (5) years recent related experience in or supporting the Office of the Registrar, in progressively responsible positions related to the Registrar's Office and/or Enterprise Student Information Systems;
- Minimum three (3) years management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset;
- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency;
- Or an equivalent combination of education, training and experience.

COMPETENCIES

- In-depth knowledge of Canadian post-secondary education systems, international post-secondary education systems and experience with domestic and international credential evaluation and articulation agreements.
- Demonstrated experience as a functional lead administering a Banner Student module. Experience in a comparable student information system may be considered.
- Demonstrated experience supporting and maintaining systems in support of admissions and transfer such as online admission application platforms, the BC Transfer Guide and communications management services such as a CRM (constituent relationship management).
- Demonstrated analytical skills, including problem-solving and needs analysis. Excellent organizational skills, including the ability to set priorities and meet deadlines. Ability to work independently, exercise good judgment and demonstrate initiative.
- Experience in business workflow design and business process improvements.
- Demonstrated experience using database reporting tools, web systems and software. Certification as a Microsoft Office Specialist in MS-Excel, MS-Word, and MS-Access an asset.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to develop flexible approaches toward work procedures and to exercise tact, diplomacy and conflict resolution skills; uses sound judgement.
- Ability to establish and maintain effective working relationships with University administration, faculty, and staff.
- Ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with students/individuals under stress.
- Demonstrated ability to interpret and apply policies and regulations.
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
- Ability to travel between campuses is required.