

Job Description

Job Title:	Assistant Registrar, Admissions Operations
Department:	Office of the Registrar, Admissions
Reports To:	Associate Registrar, Admissions
Jobs Reporting:	Manager, Admissions Pathways, Admissions (Assistants) Team Lead, Admissions Assistants (6).
Salary Grade:	USG 12
Effective Date:	February 2019

Primary Purpose

The Assistant Registrar, Admissions Operations has a thorough understanding of systems related to admissions and student files. They direct workflow and set appropriate performance expectations, which support all admissions record keeping functions in the Registrar's Office, and strategic enrolment management priorities.

They are accountable for the implementation and supervision of University and Faculty academic policies and procedures as these relate to admission operations. In addition, the Assistant Registrar, Admissions Operations contributes to the general operation of the Office as a member of the management team. They are able to perform Ontario Secondary School admission evaluations and are the primary back-up to the Assistant Registrar, Admissions (Evaluations) and Associate Registrar, Admissions.

Key Accountabilities

Formulation, implementation and review of admissions procedures and policy

- Responsible for building consensus, gathering feedback and educating a variety of university stakeholders on admissions policy and procedure.
- Oversees individuals responsible for a wide variety of portfolios within Admissions including: part-time and online studies, incoming exchanges, athletics, English language proficiency review, transfers, Ontario Secondary School documents, BASE, cross registration, letter of permission, and pathway programs.
- Accountable for training and ensuring that staff are able to provide accurate and thorough information to members of the public, prospective students, representatives of secondary schools, other institutions, as well as internal stakeholders.
- The Assistant Registrar is responsible for the planning, analysis, scheduling and direction of admissions procedures and policy, thus ensuring Faculty and University goals are achieved.
- The Assistant Registrar has in-depth knowledge of admissions policy related to all Waterloo undergraduate programs; allowing for efficiency and consistency of approach across all areas.
- Performs research and data analysis supporting the Associate Registrar, Admissions, and other university stakeholders. This information may be used to assess admissions practices and policy, recruitment, and retention.

Development, implementation and decision making of applicant decisions

- The Assistant Registrar, Admissions Operations supports the Assistant Registrar Admissions in contributing to the development, implementation and review of admissions decisions criteria and management.

- Responsible for completing Ontario Secondary School evaluations in coordination with the Admissions Systems team, the Assistant Registrar, Admissions, and the Associate Registrar, Admissions.
- Leads the Ontario Secondary School revocation process including follow-up with admitted students regarding admission conditions, bulk refusals, application clean up, and the disqualification process.
- Contributes to the content of admissions information for applicant groups in consultation with Faculty and University officers and is responsible for ensuring the accuracy of related calendar and promotional publications.
- Leads the processes of investigation, documentation, and communication around fraudulent cases involving grades, documents and English language proficiency test results.
- Is responsible for the implementation of equitable admissions processes.

System support and maintenance

- Provides detailed input to the design, testing and implementation of a wide range of systems functions supporting external and internal systems.
- Has a thorough understanding of systems related to admissions and student files. This assures the accuracy and integrity of basic data for admissions decision making, grant claims and institutional planning.
- Effectively integrates and interprets Admissions policy and practice with available systems functionality.
- Supports ongoing improvement through research, collaboration, and experience.

Guidance, training and support

- Provides a counselling function for applicants, students and parents.
- Responsible for coordinating research projects including follow-up with external organization in matters related to information verification.
- Collaborates with the Associate Registrar, Admissions as well as Marketing and Undergraduate Recruitment to coordinate the review of copy for a wide variety of material connected to admissions and ensures the integration and consistency of messaging across all admissions related communications and digital initiatives.
- Advises and responds to difficult admissions and revocation cases that reach a point of escalation.
- Plans and delivers training workshops, creates user manuals, and coordinates the development of procedural documentation for the admissions team.
- Coordinates coverage and ensures appropriate staffing for all on campus and off campus admissions related activities, including but not limited to Fall Open House, Ontario University Fair, March Break Open House, You at Waterloo Day.

Management

- The Assistant Registrar is responsible for recruiting, developing and evaluating staff who report directly to them
- Participates, as part of the management team for the Registrar's Office and an integral part of the Admissions management team aiding in the formulation, interpretation and implementation of Admissions procedures and policies affecting the Registrar's Office, in evaluation and planning for staff, strategic enrolment management, and overall planning of Registrar's Office activities.
- Creates and maintains a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, creativity, positive energy, and synergy to identify and promote further professional development and progression opportunities through a multi-level career pathway
- Participates in a number of other activities for which the Office is responsible including convocation, final examinations and such general and specific duties and assignments as determined by the Registrar.

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- Represents the University of Waterloo at various recruitment events and may be asked to represent the Associate Registrar, Admissions at events that have a high profile such as guidance counsellor breakfast, regional dialogues etc. Provides training to staff and faculty regarding admission requirements, procedures, and policy
- Manages 9-10 direct reports and is responsible for team development and education
- May act as Associate Registrar, Admissions designate during their absence.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree required, or a suitable combination of post-secondary education and experience-

Experience

- Minimum 3-5 years Admissions related experience at the post-secondary level.
- 5 years of progressively responsible experience, including staff performance management and development, demonstrating strong managerial and leadership acumen and skills dealing with diverse teams and situations
- Demonstrated strategic-planning proficiency, with evidence of critical-thinking and analytical skills to enable the assessment of opportunities and contributions to change management.
- Demonstrated ability to think on the spot, improvise, solve problems, and make effective decisions independently.
- Experience leading individuals in a fast-paced, challenging environment. Clear understanding of both domestic and international prospective student audiences.

Knowledge/Skills/Abilities

- Ability to speak credibly and publicly on undergraduate admissions, with broad knowledge of other support units on campus.
- Familiar with Canadian and international education systems, transition issues, academic programs.
- Awareness of and sensitivity to cultural, language, religious, political, socio-economic, and other relevant factors in Waterloo's recruitment markets.
- Excellent written and oral communication skills.
- Ability to build consensus, foster teamwork among a variety of stakeholders, and to encourage cooperation between units.
- Strong organizational and problem-solving skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Demonstrated ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues.
- Essential: flexibility, diplomacy, sound judgment, and relations-management skills coupled with the ability to influence and motivate others and to manage difficult situations effectively
- Must have advanced skills with MS Word and Excel.
- Advanced knowledge of an enterprise student information system and intermediate knowledge of document management systems

Nature and Scope

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- **Contacts:** Must maintain a productive working relationship with managers and staff in the Registrar's Office, Deans and Associate Deans, University College Leadership, Cooperative Education, numerous Faculty and University College based personnel who deal with student admissions and managers in other administrative departments. Internally, communicates with employees at many levels to ensure the successful operation of the Admissions cycle so that UWaterloo continues to attract high-quality students; externally, communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals.
- **Level of Responsibility:** Must provide strong leadership to direct reports and to faculty administration. The position is expected to develop business protocols and systems to deliver a superior level of services and experiences for applicants, staff and faculty.
- **Decision-Making Authority:** Makes decisions that have a significant impact on and consequences for the reputation of the university and the success of University admissions
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Regular working hours, some evening/weekend work required. Risks – physical and psychological risks. The incumbent must be sensitive to the often extreme and prolonged stresses under which admissions and other staff in the office must work. This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable (e.g. students or parents who have escalated an issue, staff or faculty upset with a decision), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control