

Job Description

Job Title:	Assistant Registrar, Records Operations
Department:	Office of the Registrar
Reports To:	Associate Registrar, Records, Scheduling & Academic Policy
Jobs Reporting:	Records Coordinators
Salary Grade:	USG 12
Effective Date:	September 2018

Primary Purpose

The Assistant Registrar Records Operations reports to the Associate Registrar, Records, Scheduling & Academic Policy. The incumbent manages three teams responsible for the implementation of University and Faculty academic policies and procedures as they pertain to undergraduate students and for providing excellent customer services to colleagues and students. In addition, the Assistant Registrar Records Operations contributes to the general operation of the Office as a senior management team member.

Key Accountabilities

Stewarding of student records' policies

- The Associate Registrar, Records, Scheduling & Academic Policy, in consultation with the Assistant Registrar Records Operations, determines the strategy for student records management at the University. The overarching goal is to formulate policies and guidelines that can be applied to all University students fairly and consistently, while ensuring the academic integrity of Waterloo degrees.
- The Assistant Registrar Records Operations is responsible for the interpretation and application of student record policies and program requirements, striving for consistency in practice among faculty and staff within the University.
- The Assistant Registrar Records Operations is responsible for the planning, analysis, scheduling and direction of records activities to support current University of Waterloo students and alumni in a manner that is student focused, fair and transparent, while guarding the privacy and integrity of the students' records.
- In order to achieve Faculty and University goals, close co-operation and consultation with the Associate Deans, Undergraduate is required during the daily application of the academic policies for records maintenance and student academic progression. The incumbent provides expert advice to the Associate Deans as required.

Collection and maintenance of student academic data

- The Assistant Registrar Records Operations is responsible for the confidential collection and maintenance of student academic performance data in compliance with all University policies and auditor requirements. This entails ensuring automatic and manual academic decisions are applied accurately and consistently to students' records, including exceptions made through the petition process.
- The student record in the Student Information System is the foundation of all downstream student record activities, ranging from government funding reporting to student financial assistance; from tuition calculations to eligibility to graduate. The Assistant Registrar Records Operations is accountable for ensuring accurate and timely maintenance of this record.

- The Assistant Registrar Records Operations leads research on student-cohort success and trend analysis in response to requests for analysis of Faculty specific data. Interpretation of results, presentation of the data, conclusions and recommendations made to the Faculties will influence future faculty admissions and records initiatives and inform policy change.

Management of office procedures and processes related to students' records

- The Assistant Registrar Records Operations actively seeks out ideas for improvement to departmental processes and works in collaboration with the Registrar's Office systems team and other partners within the Registrar's Office to implement enhancements and streamline processes and procedures. The Assistant Registrar Records Operations is responsible for the creation and maintenance of all records-related business procedures documentation.
- The Assistant Registrar Records Operations is accountable for timely and accurate responses to student queries regarding their academic record, both as Tier 2 support to the Student Service Centre and when dealing directly with the student. All undergraduate students are served by the Records staff, from matriculation through to graduation.

Representative of the Registrar's Office to students, faculty, and staff

- The Assistant Registrar Records Operations is the Registrar's representative when questions or concerns are raised by students regarding their academic records. This role is supplementary or complementary to that provided by Faculty and Departmental officers in assisting students with the complexities of the academic process. They need to act as an advocate for students while maintaining the academic integrity of the University.
- The Assistant Registrar Records Operations consults with Faculty advisors, providing guidance on the application of policy and the administration of academic penalties. They will be involved in gathering evidence to support fraudulent student activity and ensure the timely update of penalties applied to students initiated by Faculties, the Associate Vice-President Academic, or the Secretariat.

Managing, leading and motivating staff

- The Assistant Registrar Records Operations is responsible for the recruitment, development and evaluation of staff who report directly to them and will advise and coach on the development of all staff within their scope of reporting.
- The Assistant Registrar Records Operations directs the training and development of the Records Coordinators and team of Records Assistants. They will be responsible for the creation of timelines, operational procedures and advanced training on new functions provided by the Student Information System. They coach, train and develop employees in all areas of responsibility to assure growth and development of those individuals.
- The Assistant Registrar Records Operations provides leadership and insight for both short and long-term plans that meet the objectives of the Registrar's Office. They identify areas for improvement and consideration for process change in collaboration with colleagues in the Registrar's Office, Co-operative Education, and the Faculties.
- The Assistant Registrar Records Operations is accountable for the communication, implementation and change management of new practices resulting from policy review and creation, primarily in the Registrar's Office, but also in the Faculties and other support departments impacted.

Member of the Management team

- The Assistant Registrar, Records Operations is an active member of the management team and as such is engaged in the formulation, interpretation and implementation of policies affecting the Registrar's Office in the evaluation and planning for staff, strategic enrolment management, and overall planning of Registrar activities.
- The Assistant Registrar, Records Operations may be asked to be a member of sub-committees of Senate Undergraduate Council or represent the Registrar's Office on strategic projects. The Assistant Registrar Records Operations may be required to represent the University of Waterloo in a

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court of law, acting as a witness pertaining to student cases. They may also represent the University at conferences and in professional associations (e.g., the Ontario Universities Registrars Association).

**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

- 6 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 experience with an enterprise student information system
- Demonstrated knowledge and experience interpreting and applying academic policy
- Experience prioritizing and leading continuous improvement initiatives, preferably in a post-secondary environment using Lean or similar methodology, would be an asset

Knowledge/Skills/Abilities

- Demonstrated ability to maintain strong working relationships, to engage and influence senior stakeholders
- Excellent interpersonal skills, tact, judgement, and diplomacy essential
- An exceptional customer service focus
- Demonstrated high degree of analysis, planning, and coordination skills; an accomplished problem-solver
- Innovative, with strong continuous improvement and project management skills
- Proven ability to adapt and work effectively within a variety of situations including changes in job demands, changing or competing priorities, or multiple stakeholder groups
- Excellent written and verbal communication skills for varied audiences
- Sound understanding of issues and trends affecting post-secondary education
- Strong understanding of university policy and operations
- Strong understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)
- Advanced knowledge of an enterprise student information system, particularly with student records management
- Computer proficiency with MS Word, Excel and PowerPoint

Nature and Scope

- **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 records, and managers in other administrative departments.
- **Level of Responsibility:** Accountable for the integrity of all undergraduate student records. Must provide strong leadership to direct reports. The position is expected to develop business protocols and procedures to deliver a superior level of service and experience to students, alumni, staff, and faculty and ensure integrity of the academic record for each student. They are expected to be forward looking,

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aware of the changing landscape of academic institutions and proactively respond to pending change. Will be required to discuss and negotiate highly sensitive matters

- **Decision-Making Authority:** Makes decisions that have a significant impact on and consequences for the reputation of the university and the success of students in consultation with the Associate Registrar Records.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment. Requires high attention to detail and must be able to handle distractions, changing priorities and interruptions while meeting required deadlines.
- **Working Environment:** Regular working hours, some evening/weekend work required. Risks, physical and psychological risks - The incumbent must be sensitive to the stress resulting from prolonged periods of heavy workload and unforgiving deadlines common to the Registrar's Office staff. There will be occasional, irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year). This role involves moderate psychological risk resulting from unavoidable exposure to emotionally disturbing situations 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).