

Job Description



Job Title:	Assistant Registrar, Records Operations
Department:	Office of the Registrar, Records
Reports To:	Associate Registrar, Enrolment Services & Academic Policy
Jobs Reporting:	Records Supervisors (3), Manager, Records Special Projects
Salary Grade:	USG 12
Effective Date:	March 1, 2023

Primary Purpose

The Assistant Registrar, Records Operations reports to the Associate Registrar, Enrolment Services & Academic Policy. The incumbent provides oversight to the Records team, which is comprised of the incumbent direct reports, as well as Records Coordinators, who are collectively responsible for the implementation of University and Faculty academic policies and procedures as they pertain to undergraduate student records. The Records team under the leadership of the Assistant Registrar, Records Operations provides excellent customer services, to colleagues and students, by providing sound advice and counsel on student record policies and program requirements.

Key Accountabilities

Stewarding of student records' policies

- The Associate Registrar, Enrolment Services & 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, including stewardship of the petition processes, 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.
- 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 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.
- The Assistant Registrar, Records Operations Academic has oversight of the registrarial convocation processes. The incumbent will manage processes and create processing timelines to ensure that graduation records are coded and processed in a timely manner. They work in partnership with Community Relations and Events coordinating convocation activities.
- The Assistant Registrar, Records Operations will pay particular attention to and focus on opportunities that support underrepresented students, students belonging to marginalized communities and/or non-traditional students related to various records processes (e.g., Petition for Exception to Academic Regulations, graduation and convocation, etc.)

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

- The Assistant Registrar, Records Operations is the Associate Registrar's representative when questions or concerns are raised by students regarding their academic records. This role supplements and complements the assistance provided by Faculty and Departmental officers to 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. They seek opportunities to develop equitable and inclusive student record and enrolment practices and policies to support the goals and values 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.
- 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 and implementation 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.
- 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 or at meetings.

Team Management

- 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.

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- The Assistant Registrar, Records Operations directs the training and development of the Records Supervisors, Manager, and team of Records Coordinators. 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.
- Participates in a number of other activities for which the office is responsible including convocation ceremony support, final examinations support, and such general and specific duties and assignments as determined by the Registrar's Office leadership.
- They participate, as part of the management team for the Registrar's Office.

**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 student records and enrolment 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. Experience leading individuals in a fast-paced, challenging environment.
- Demonstrated knowledge and experience with a complex enterprise student information system. People Soft Experience an asset
- Demonstrated knowledge and experience interpreting and applying academic policy

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
- Has a continuous improvement mindset and strong project management 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.
- Demonstrated knowledge of barriers to student success (systemic, historic, issues of access) for underrepresented or non-traditional students.
- Excellent written and verbal communication skills for varied audiences
- Strong understanding of university policy and operations
- Strong understanding of relevant legislative and compliance requirements (e.g., FIPPA, AODA)
- Must have advanced skills with MS Word and Excel.

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, 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, including supporting convocation event support 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).