

Job Description

Job Title:	Manager, Records Special Projects
Department:	Registrar's Office
Reports To:	Assistant Registrar, Records Operations
Jobs Reporting:	Records Coordinator, Special Projects
Salary Grade:	USG 9
Effective Date:	July 2023

Primary Purpose

The Manager, Records Special Projects coordinates activities related to the academic integrity of student records. The incumbent is an expert source of knowledge related to academic policy and procedures, and ensures processes are carried out in an efficient, effective and service focused manner.

The Manager, Records Special Projects ensures that communications to students, staff and faculty are appropriate and accurate. The incumbent identifies opportunities to improve operational activities and processes within the records team to maximize accuracy and efficiency in maintaining student records. The incumbent focuses on continuous improvement, process stabilization and stakeholder management. This role has a high impact on the student and stakeholder experience, as the records team works closely with faculties and other campus stakeholders. Maintaining relationships, problem solving student cases, and developing best practices in records management will ensure all activities maximize efficiency of the process and service provided. The Manager, Records Special Projects focuses on strategic aspects of the portfolio, allowing the Records Supervisors to manage the day-to-day tasks. The incumbent will act as a strategic resource to faculty and campus stakeholders in activities such as Policy 70 petitions, international student support, convocation, and other priorities.

The Manager, Records Special Projects will identify opportunities for value-added collaboration and partnerships on behalf of the Registrar's Office with the goal of creating a campus culture where students, faculty and staff are supporting student success through efficient and effective maintenance of student records that supports students through their undergraduate degree from matriculation to post-degree studies.

Key Accountabilities

Managing student records' policies

- In consultation with the Assistant Registrar, Records Operations, the Manager, Records Special Projects will assist with 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.
- The Manager, Records Special Projects lends expertise in key processes to provide strategic support to faculty and administrative support unit partners. Areas of focus include: Policy 70 petitions, international student process support, convocation, Co-operative Education process support, and aiding in escalating and advocacy for support with student financial services issues.
- The Manager, Records Special Projects acts as a resource to the Records Supervisors to interpret academic policies as they relate to student records. They will act as a backup for the Assistant Registrar, as needed.

Overseeing office procedures and processes related to students' records

- The Manager, Records Special Projects actively seeks out areas for improvement of departmental processes and works in collaboration with the Assistant Registrar and the Registrar's Office systems

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<p>team and other partners within the Registrar's Office to implement enhancements and streamline processes and procedures.</p> <ul style="list-style-type: none">• The Manager, Records Special Projects will create and assist with creation and implementation of a master calendar of records activities in collaboration with Registrar's Office and faculty partners.
<p>Resource for students, faculty, staff for escalated student issues</p> <ul style="list-style-type: none">• The Manager, Records Special Projects will handle questions or concerns escalated by students or faculty advisors regarding 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.• In consultation with the Assistant Registrar, the Manager, Records Special Projects reviews processes performed by the Records team and/or Faculty advisors, identifying and implementing opportunities for improvement, and developing best practices for the application of policy.• Escalated issues must be dealt with promptly and effectively.
<p>Documentation, Training and Management</p> <ul style="list-style-type: none">• Directly manage the Records Coordinator, Special Projects, who contributes to student academic record management and special projects.• Leads hiring, developing and retaining direct reports, setting goals and expectations.• The Manager, Records Special Projects will work with the Assistant Registrar and the Records team to ensure all process documentation is created, complete, and updated regularly.• The Manager, Records Special Projects will work with the Records team to identify, implement, and document process changes that contribute to consistent practices across all faculties.• The Manager, Records Special Projects will work with the Records Supervisors to create a comprehensive training plan for new and existing staff to be used when onboarding new staff or retraining staff when processes change.
<p>Acts as Registrar's Office Representative</p> <ul style="list-style-type: none">• The Manager, Records Special Projects may be asked to represent the Registrar's Office on strategic projects, faculty committees or cross-functional groups that require input and direction about how decisions will affect the student academic record.

**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

<p>Education</p> <ul style="list-style-type: none">• University degree and/or equivalent experience.
<p>Experience</p> <ul style="list-style-type: none">• 3-5 years' experience in records management role, preferably in post-secondary environment.• 2 year's minimum experience with leading teams and overseeing the work of staff.• Experience interpreting undergraduate student academic records required.• Demonstrated ability to work collaboratively, build consensus, maintain confidentiality, ensure sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution.• Previous customer service experience required.• Robust process knowledge preferred.

Knowledge/Skills/Abilities

- Excellent interpersonal skills, tact, judgement, and diplomacy essential.
- Comprehensive knowledge of undergraduate academic policies and procedures.
- Demonstrated oral and written communication skills.
- Demonstrated interpersonal, organizational, and customer service abilities.
- Demonstrated knowledge of student information systems and Microsoft Office Suite.
- Adaptable to the evolution of work caused by continuous systems development.
- Demonstrated ability to manage multiple projects involving shifting deadlines and priorities.
- Proven analytical skills, intuitive thinking, and problem-solving skills.
- Demonstrated project initiative and leadership to support a continuous improvement culture.

Nature and Scope

- **Contacts:** The Manager, Records Special Projects motivates, and influences co-workers in daily interaction with students and staff/faculty working with undergraduate students. The incumbent works closely with units within the Registrar's Office (e.g., The Centre, Admissions, Student Awards and Financial Aid, Systems), other academic support units (e.g., Student Financial Services, Co-operative and Experiential Education, Housing, Student Success Office, Graduate Studies and Post-Doctoral Affairs, Immigration Consulting), external university stakeholders (e.g. Wilfrid Laurier Double Degree Program staff), and Faculty Undergraduate Offices to understand and assess the impact of calendar, process or system changes.
- **Level of Responsibility:** The Manager is responsible for stakeholder management, process stabilization and continuous improvement for student records management. Demonstrated ability to manage multiple concurrent projects involving shifting deadlines and priorities. Proven analytical skills, intuitive thinking, and problem-solving skills. Demonstrated project initiative and leadership to support a continuous improvement culture. The incumbent influences the actions of all staff that are impacted or involved with student records management (e.g., academic progression, petitions for exception to academic regulations, course enrollment, etc.). They monitor the core processes executed every term and implement changes to increase process efficiency. The incumbent troubleshoots and resolves student record issues and difficult situations when students are unhappy with an unfavorable result (e.g., petitions, academic standings).
- **Decision-Making Authority:** : The Manager, Records Special Projects will make decisions in collaboration with others about the strategic priorities of action to solve problems and to exert a positive influence on other stakeholders on behalf of the RO.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position (attention to detail, prolonged focus on computer monitors and prolonged sitting) It may involve constant interruptions from e-mail, face to face interaction and phone.
- **Working Environment:** : This role works in an office environment, with minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. This role may involve exposure to emotionally challenging experiences and/or interactions with people who are upset. There may be lack of control over work pace or work process (e.g., working with a system with limited functionality to meet process needs) and constant interruptions (e.g., student issues, advisor questions, staffing coverage, etc.). There may be irregular and/or high volumes and multiple and/or tight deadlines beyond one's control. Regular working hours, some evening/weekend work may be required.