

## Job Description

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<b>Job Title:</b>	Assistant Registrar, Admissions
<b>Department:</b>	Office of the Registrar, Admissions
<b>Reports To:</b>	Associate Registrar, Admissions
<b>Jobs Reporting:</b>	Manager, Admissions (2)
<b>Salary Grade:</b>	USG 12
<b>Effective Date:</b>	February 2024

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### **Primary Purpose**

The Assistant Registrar, Admissions reports to the Associate Registrar, Admissions. They are accountable for the implementation and supervision of University and Faculty academic policies and procedures as these relate to applicants and newly admitted students. They are a key liaison with campus partners and contribute to the general operation of the Registrar's Office as a member of the management team. They are familiar with key portfolios overseen by the management team and are the primary back-up to the Assistant Registrar, Admissions Operations, and the Associate Registrar, Admissions.

### **Key Accountabilities**

#### **Formulation, implementation and review of admissions policies.**

- The Assistant Registrar contributes to the policy formulation process which entails close co-operation and consultation with the University and Affiliated and Federated Institutions of Waterloo, Faculty, Associate Deans, Admissions Committees, Undergraduate Affairs Committees and with the Associate Registrar, Admissions. The Assistant Registrar is responsible for interpreting policy to faculty and staff within the University and the Affiliated and Federated Institutions of Waterloo, and for ensuring that staff are able to provide accurate and thorough information to members of the public, prospective students, representatives of secondary schools and other institutions. With regard to implementation, the Assistant Registrar is responsible for the planning, analysis, scheduling and direction of admissions policies amongst the Admission Officers and faculty representatives - 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. They Chair the bi-weekly Admission Officer, and Admissions team meetings in the absence of the Associate Registrar, Admissions.

#### **Development, Implementation and decision making of applicant decisions**

- The Assistant Registrar is expected to contribute to the development, implementation and review of admissions decisions criteria and management. They also contribute to the creation and application of annual show ratios and projection analysis to admissions decisions. They ensure equity across all areas and oversee the implementation of consistent practices. This includes completing Ontario Secondary School evaluations in coordination with the Admissions Systems team, the Assistant Registrar, Admissions Operations, and the Associate Registrar, Admissions. They coordinate faculty approval and support and prepare analysis of statistical data for faculty admissions committees. The Assistant Registrar contributes to the content of admissions information for applicant groups in consultation with Faculty and University officers - ensuring the accuracy of related calendar and promotional publications. The Assistant Registrar is empowered to make individual admissions decisions within policy guidelines.

#### **System design strategies and guidance**

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Applicant and Student records are the basis for much institutional planning data for University management as well as for external use, including University operating grant claims. The Assistant Registrar provides detailed input to the design, testing and implementation of systems and systems functionality that support admissions processes. This includes ensuring the accuracy and integrity of basic data for admissions decision making.

### **Guidance, training and support**

- The Assistant Registrar provides support and direction to applicants and parents. This role is supplementary or complementary to that provided by the admissions team, faculty and departmental officers in assisting applicants with the complexities of the academic admissions process. They often handle difficult cases that reach a point of escalation. The Assistant Registrar is the Associate Registrar's delegate on Faculty Admissions and may Chair standing committees.
- The Assistant Registrar is responsible for hiring, developing and evaluating staff who report directly to them.
- Manages the performance of a large team and is responsible for ensuring each pod has the support and guidance necessary for success.
- Ensures the timely and effective assessment of all Non OSS applications by the Admissions Officers.
- Supports the development of core competencies for progression through the career pathway.

### **Senior Management**

- Participates, as part of the management team in the formulation, interpretation and implementation of policies affecting the Registrar's Office in evaluation and planning for staff, input on strategic enrolment, and overall planning of Registrar's Office activities.
- Participates in a number of other activities for which the Office is responsible including convocation, final examinations and assignments.
- Participates as a member of sub-committees of Senate Undergraduate Council and is asked to represent the Registrar's Office on strategic-level committees (e.g. Faculty councils, and Enrolment Management)
- Acts 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 or post-secondary education and equivalent experience

### **Experience**

- 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
- Strategic-planning proficiency, with evidence of critical-thinking and analytical skills to enable the assessment of opportunities and contributions to change management.
- Excellent relationship management skills to manage both sensitive and complex relationships with a variety of partners
- Ability to think on the spot, improvise, solve problems, and make effective decisions independently in a fast-paced, challenging environment.

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- Clear understanding of domestic and international prospective student audiences, as well as the intersection of equity, diversity, and inclusion principles for our applicants.
- Strong project management skills

### **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**

- **Contacts:** Must maintain a productive working relationship with managers and staff in the Registrar's Office, Deans and Associate Deans, the University and Affiliated and Federated Institutions of Waterloo, Cooperative Education and Career Action, Athletics, numerous Faculty and College based personnel who deal with admissions, and managers and department heads in other administrative departments. Must have proven ability to lead discussion, chair meetings and to offer presentations.
- **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 may be required. This role involves exposure to 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, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).