

Job Description

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| Job Title: | Records Supervisor |
| Department: | Office of the Registrar |
| Reports To: | Assistant Registrar, Records Operations |
| Jobs Reporting: | Records Coordinators (3-4) |
| Salary Grade: | USG 8 |
| Effective Date: | May 2019 |

Primary Purpose

The Records Supervisors coordinate activities related to ensuring 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, cost effective and service focused manner.

The Records Supervisor is the primary resource in the Registrar's Office to interpret undergraduate policies related to a student's academic record. The incumbent ensures that tight deadlines are achieved while ensuring a high degree of data accuracy. The Records Supervisor ensures that communications to students, staff and faculty are appropriate and accurate. Escalated issues presented to the Supervisor must be dealt with promptly and effectively.

The Records Supervisor is responsible for the hiring, training, and supervising of Records Coordinators on their respective teams.

Key Accountabilities

Student Academic Records Policy Interpretation, Processing and Communication

- Trains and monitors coding principles applied to maintaining accurate records for modifications to Programs/Plans, course enrolment maintenance, updating grades, academic progression, academic advisement, communication of academic decisions, and petitions to academic regulations.
- Keeps abreast of changing policies and practices for coding within individual Faculties. Prepares detailed, specific operational and business procedures to support ongoing student record management requirements.
- Ensures quality and accuracy of academic records updated by the Records Coordinators, including data integrity checks, record corrections and exception reporting for various internal and external stakeholders.
- Responds to regular system upgrades, fixes and patches to the student administration system including acceptance testing, documentation of system issues and ongoing process documentation changes.
- Provides input on development, execution, and enhancement of academic progression rules and processes.
- Provides recommendations to streamline processes for efficiency and new initiatives.
- Represents the Registrar's Office at meetings when required.

Communication & Customer Service

- Creates messages and provides strategic advice on new initiatives for communications to students and faculty contacts.

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- Directs Records Coordinators' response to student inquiries and concerns. Acts as point of escalation for challenging cases.
- Responds to inquiries and requests for information from individuals in the Registrar's wide and varied client base.
- Interpret decisions and communicates outcomes accurately with a high degree of sensitivity.
- Accurately manages data to ensure messages are sent to the appropriate audience.
- Incorporates creative and effective tools for ensuring that deadlines and new procedures are efficiently and clearly communicated to students and appropriate university departments.

Research & Documentation

- Creates, maintains and regularly reviews documentation related to all records processes.
- Prepares summary reports for stakeholders as part of termly processes or ad hoc requests.
- Participates in development and review of forms to enable efficient records processes.

Lead and manage direct reports to ensure the delivery of results

- Directly manage several staff contributing to student academic record management.
- Lead all hiring, developing and retaining the best qualified staff available.
- Setting goals and expectations and helping employees create clear paths to success.
- Developing effective work team dynamics.
- Ensuring appropriate documentation, back up, support and cross training to manage capacity.
- Holding employees accountable for performance including consistent application of business processes.
- Managing performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.

**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

- College diploma and/or Undergraduate degree and/or equivalent work experience.

Experience

- 2-3 years' experience in records management role, preferably in a post-secondary environment.
- Experience interpreting undergraduate student academic records required.
- 2 year's minimum experience with leading teams and overseeing the work of staff.
- 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.

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.

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- Excellent aptitude for detail where accuracy is critical.
- 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 Records Supervisor deals with, motivates and influences direct reports and 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. Admissions, Student Awards and Financial Aid, Systems) and Faculty Undergraduate Offices to understand and assess the impact of calendar, process or system changes.
- **Level of Responsibility:** The Records Supervisor works with minimal supervision to manage a team of Records Coordinators. Demonstrated ability to manage multiple concurrent projects involving shifting deadlines and priorities. Excellent aptitude for detail where accuracy is critical. Proven analytical skills, intuitive thinking, and problem solving skills. Demonstrated project initiative and leadership to support a continuous improvement culture. They influence the actions of all the staff that are impacted or involved with student records management (e.g. academic progression, petitions for exception to academic regulations, course enrollment, etc). The Supervisor is the primary resource to interpret academic policies as they relate to student records. They ensure that the core processes are executed every term. This position is responsible and accountable for the quality and accuracy of data related to undergraduate student records. 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:** Applies guidelines and procedures in making decisions. Makes decisions on student academic records by weighing several factors, including policy and guidelines, some of which are partially defined and entail analytical and problem solving abilities.
- **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.