

## Job Description

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<b>Job Title:</b>	Manager, Graduate Records
<b>Department:</b>	Graduate Studies and Postdoctoral Affairs
<b>Reports To:</b>	Associate Director, Graduate Admissions and Records Systems
<b>Jobs Reporting:</b>	Records Specialists, Graduate Admissions and Records Assistant
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	July 2018

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### **Primary Purpose**

The Manager, Graduate Records is the lead Records Specialist responsible for the maintenance of graduate enrolment and academic records and the key liaison for all Graduate Studies activities related to convocation and thesis. The Manager, Graduate Records oversees the work of other Records Specialists in the Graduate Studies Office to ensure timely and accurate maintenance of graduate student records. The incumbent manages all aspects of convocation for Graduate Studies including oversight of degree completion, procedures and timelines, diploma and program production, and the coordination of aspects of convocation ceremonies. The incumbent ensures that thesis regulations, submission processes and systems are up to date and contributes to any needed changes or upgrades. The Manager, Graduate Records participates in the review and testing of related records systems, and in special projects for the Assistant Director, Graduate Admissions & Records Systems, and the Director, Graduate Academic Services as required.

### **Key Accountabilities**

#### **Academic, Bio/demographic and Enrolment Records**

- Lead Records Specialist responsible for ensuring distribution and completion of workload related to the maintenance of academic, bio-demographic and enrolment records
- Reviews grade submissions, milestone completions, program changes, transfer credits and bio/demographic and enrolment data changes received from Faculties and departments to ensure compliance with university and Graduate Studies policies and regulations
- Accurately codes changes and updates to graduate student records in Quest
- Advises students and faculty on regulations and procedures related to graduate student academic and enrolment records
- May be required to monitor special academic or disciplinary records involving probationary program status or suspension of enrolment
- Trains staff in Faculties and departments on procedures, regulations, and access to data
- Works with Financial Aid & Awards staff on issues related to award eligibility, enrolment and immigration status
- Works closely with the Manager, Graduate Reporting and Mobility Programs to ensure data quality for reporting activities.
- Provides backup to the Manager, Graduate Reporting and Mobility Programs for tasks such as student mobility programs (e.g. Ontario Visiting Graduate Student program)
- Leads cross-functional activity between GSPA and the Registrar's Office records teams; ensuring greater efficiency and standardized business processes

#### **Thesis**

- Key liaison for all graduate studies activities related to the electronic submission of theses

- Works closely with key staff members from the University Library and Information Systems & Technology regarding systems and processes for thesis submission, including any needed upgrades or changes
- Ensures that thesis regulations are current and include appropriate information on Library and Archives Canada requirements, copyright and other pertinent information
- Ensures that key stakeholders including graduate students, staff and faculty are alerted if/when changes to thesis regulations and submissions procedures are changed
- Supports and advises students on thesis matters including copyright ownership and use of copyrighted materials, formatting and technical requirements
- Ensures that university formatting guidelines are met and accurate metadata is provided for cataloguing in the university collection and for harvesting to external sites including Library and Archives Canada

### **Graduation and Convocation**

- Key liaison for all Graduate Studies activities related to the completion of graduate degree records and preparation for the conferral of graduate degrees at convocation
- Oversees the quality review of graduate data in support of degree completion, graduation and convocation
- Advises students, staff and faculty on Graduate Studies academic and degree requirements and graduation procedures, including deadlines
- Reviews intention to graduate and degree completion submissions for compliance with Graduate Studies regulations, accurately codes in Quest, and prepares documents for scanning
- Manages exceptions for graduation from the Faculties and the Associate Provost, Graduate Studies or the Director, Graduate Academic Services including requests for early degree conferral, withholding of diplomas, and late approvals from petitions or appeal decisions.
- Edits the convocation program and ensures that the information is accurate and displayed in a cohesive and unified manner, including graduate award information and thesis titles
- Manages the training of GSPA staff in support of convocation, secures appropriate staff and faculty representatives for diploma distribution and reader activities
- Graduate diploma and program development, including the design of new diplomas when a new program is approved by the University Senate and the Ontario Universities' Council on Quality Assurance (Quality Council).
- Contributes to the design of functional graduate studies data requirements for the production of diplomas and certificates and convocation including joint degrees with other institutions, thesis titles, and awards.

### **Systems and Production Support**

- Prepares documents for scanning to OnBase
- Creates and runs queries and processes in Quest
- Reviews Records business processes to determine efficiencies or improvements
- Back-up to Assistant Director, Graduate Admissions and Records Systems for project work; meetings for systems enhancements
- Contributing member of system enhancement project teams

### **Leadership**

- Representative for accessibility matters pertaining to students and their academic record; consulting with AccessAbility Services for accommodations
- Consults with Graduate Officers and Associate Deans, providing guidance on the application of policy and administration of academic penalties
- Representative for records team at faculty administrator/GSPA meetings
- Subject matter expert for records forms and policies
- Responsible for training and development of Records Specialists; department and Faculty staff

### Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• An undergraduate university degree required</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Three to five years' experience working with student academic records. Preference for experience with graduate student records</li><li>• Extensive experience using complex student information systems (e.g. PeopleSoft Campus Solutions (Quest))</li><li>• Extensive experience with document management systems (e.g. OnBase)</li><li>• Excellent organizational and time management skills</li><li>• Proven experience with regard to accuracy and attention to detail</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Flexibility and ability to work effectively with Graduate Studies staff as well as departmental staff and faculty on complex issues and procedures.</li><li>• Knowledge of Graduate Studies policies and practices related to admissions, academic, enrolment and graduation records, and theses.</li><li>• Knowledge of university policies related to access and release of student information, information security, and records management</li><li>• Proven student/client service and interpersonal skills. Professional demeanor in interacting with students on confidential and sensitive matters</li><li>• Ability to work both independently and in a collaborative, team-based environment</li><li>• Successful experience meeting multiple and concurrent deadlines</li><li>• Excellent communication skills (oral and written)</li></ul>

### Nature and Scope

- **Contacts:** Internal contacts include: GSPA staff, including the Associate Vice-President, Director, Assistant Vice-President, Admissions Specialists, and Financial Aid & Awards staff; Graduate Officers; Departmental Graduate Coordinators; Faculty Associate Deans, Graduate Studies; Faculty Graduate Studies Coordinators; faculty members; students. Works closely with Registrar's Office and Community Relations staff on Convocation. Works with Library and IST staff on electronic thesis submission. External contacts may include: prospective students, applicants, alumni
- **Level of Responsibility:** The job has specialized work with minimal supervision and supervises others. Supervises Records Specialists.
- **Decision-Making Authority:** Provides expertise regarding Graduate Studies policies and practices related to academic, enrolment and graduation records, and theses. Makes recommendations on records business processes and procedures. Manages workload distribution among Records staff, ensuring that work is re-distributed during peak periods or due to changing enrolment levels. Makes recommendations on new or evolving requirements to thesis regulations or submission processes. Oversight of convocation preparation and processes for Graduate Studies. Instigates changes to processes as necessary.
- **Physical and Sensory Demands:** Extensive sitting. Concentrated use of visual senses. Dealing with distractions (as part of office environment).
- **Working Environment:** Sitting at desk/computer workstation. Exposure to interactions with people who are upset, angry. Sensitivity when working with diverse graduate students, including international graduate students. Stresses due to high volume, firm deadlines and demands.