



UNIVERSITÉ
SAINT-PAUL
UNIVERSITY

Job title: Assistant to the Registrar
Number: 10601-2
Administrative Unit: Office of Admissions, Registrar and Student Services
Immediate Supervisor: Registrar
Hay Points: 460 (under review)
Revised: January 2016

Salary Scale: Min: \$54,623 Standard: \$64,263 Max: \$73,903

JOB DESCRIPTION

Summary of Duties

Under the supervision of the Registrar, the Assistant Registrar provides day-to-day management in a number of administrative areas, including student registration, grade reporting, graduation, academic records and other official documents, maintaining the official records of all SPU students, and coordinating admissions. The Assistant Registrar works closely with SPU's academic units as well as with the University of Ottawa (UO) and other post-secondary institutions in all areas under the Assistant Registrar's responsibility. He/she plans and manages the departmental calendar of operations to ensure the timely production of course timetables, and oversees their publication for each academic session. He/she coordinates communications with students, maintains the central registry of SPU courses, seminars, room assignments, etc., and participates in the implementation of new technologies in his/her area of responsibility.

Detailed Functions

A. Manages and is responsible for services pertaining to registration, grading (marking), graduation, and the issuing of transcripts and other official certificates; maintains official records; coordinates admissions services and departmental calendars of operations (50%)

- Implements an efficient registration system: selects the best methods for registering students; plans the various steps in the registration process; informs the parties involved; ensures that the registration process functions efficiently and that deadlines are met; evaluates its effectiveness and makes changes if necessary; follows up with users to assess their satisfaction with the registration experience; provides advice, assistance and support to academic units at all times.
- Contributes to the implementation of an efficient admission system and provides advice, assistance and support to academic units when necessary.
- Manages the records of exchange students and ensures that exchange agreements are accurately recorded in the student information system.
- Ensures the quality and accuracy of data entered in the student information system.
- Implements an efficient system and procedures for recording grades, and ensures that grades are recorded accurately and in a timely fashion.
- Plans and manages the departmental calendar of operations to ensure the timely production of exam schedules.
- Informs the university community about all aspects of graduation (deadlines, forms, fees, etc.).
- Ensures that students who have fulfilled the requirements for their degree (whether civil or ecclesiastical) receive their diploma, either at convocation (spring or fall) or by mail.

- Enters into the student information system all student information required to confer degrees and produce diplomas.
- Determines students' eligibility to attend graduation ceremonies.
- Verifies that the process for issuing transcripts is efficient and well documented, and that it meets user needs. Is responsible for maintaining all official SPU student records.
- Oversees the preparation of various official certificates and transcripts.
- Enters the tuition and other student fees in the student information system, and makes corrections to the student account, for invoicing purposes.
- Responds to various inquiries and requests for information. In collaboration with the Office of the Secretary General and the Registrar, prepares information packages in response to access to information requests involving student records.
- Responds to requests from faculty, academic units and students in matters relating to his/her areas of responsibility.

B. Liaises with UO in all areas under his/her responsibility (including the Student Information System) (10%)

- Works closely with UO in all areas under his/her responsibility: maintains efficient and effective communications, solves any problems that may arise, makes changes if necessary in consultation with the Registrar.
- Participates in planning and implementing new systems in his/her area of responsibility.
- Ensures appropriate follow-up with units; develops, maintains and distributes calendars of operations.
- Provides required data to UO.
- Ensures that all OARSS team members receive appropriate training in operations.

C. Maintains a central registry of SPU activities (courses, seminars, etc.) for each academic session, including room assignments (15%)

- Plans and coordinates activities related to the production of course schedules.
- Develops and manages the calendar of operations for the production of course timetables. Provides instructions to faculty and administrative units to ensure the effective production of course timetables.
- Ensures that faculties and administrative units follow the guidelines and procedures for constructing the comprehensive course timetable; provides guidance to units; provides solutions to any problems that may arise.
- Oversees the online publication of the course timetable.
- Oversees classroom assignments to ensure that users' needs are met. Is responsible for optimizing classroom use. Evaluates and approves requests for changes in course timetables and exam schedules, and provides detailed reports to the Registrar.
- Coordinates instructor and course evaluations and provides a report to the Registrar. Communicates with units, faculty and students.

D. Maintains lists of course codes and ensures the accuracy of data entered in the student information system for reporting purposes (10%)

- Oversees the assignment of course codes for each program, and maintains a master list of the codes.
- Working with the Database Administrator, checks, and corrects if necessary, official data (BIU) on activities for inclusion in reports to the federal government.

E. Other (15%)

- Supervises a team.
- Ensures that all team members provide quality customer service. Makes changes if and as required. Provides team members with regular feedback and support.
- Analyzes the academic environment (internal and external) in order to identify emerging needs, and makes recommendations to the Registrar.
- Carries out other duties as assigned by the immediate supervisor.
- May occasionally be required to stand in for the Registrar and perform his/her administrative duties and/or act on his/her behalf.

Education and experience

- BA in a related field, and at least five years' experience in an area directly related to the position.
- Familiarity with undergraduate, graduate and postgraduate university programs and the university environment.
- Experience in managing complex systems.
- Experience in supervising personnel.
- Knowledge of Saint Paul University and/or the University of Ottawa's Student Information System (SIS) or PeopleSoft Campus Solutions software is an asset.
- Intermediate to advanced knowledge of the Microsoft Office software suite.
- Experience in writing various communications products in both official languages.
- Fluently bilingual (English and French).

Essential skills

- Methodical work habits and attention to detail.
- Ability to manage files efficiently with minimal supervision, to work on several projects simultaneously, and to prioritize tasks in order to meet strict deadlines; ability to make decisions and assume responsibility, and to use tact and respect in all communications with stakeholders.
- Ability to inform, interpret, explain and advise the university community about programs and regulations, and ensure that procedures are followed correctly.
- Ability to train personnel clearly and sensitively.
- Strong client service skills: ability to communicate courteously and effectively with stakeholders at all levels (students, faculty, teaching assistants, supervisors, administrators).
- Initiative, sense of responsibility, good judgment.
- Independent problem-solving ability.
- Ability to work as part of a team.
- Strong personnel management skills.
- Strong interpersonal communication skills, tact and discretion.

This announcement is directed primarily but not exclusively to Canadian citizens and permanent residents of Canada. Saint Paul University encourages applications from all qualified individuals, including women, members of visible and ethnic minorities, native peoples, and persons with disabilities.

Interested candidates should send their resumé and cover letter to Human Resources Service at rh-hr@ustpaul.ca by Friday, February 19, 2016 at 4:00 p.m. **Please indicate the title of the position in the subject line.** We thank all candidates for applying. We will only contact candidates selected for further consideration.