

Job Description

Job Title:	University Registrar
Department:	Office of the Registrar
Reports To:	Vice President, Academic & Provost
Jobs Reporting:	Associate Registrar, Records; Associate Registrar, Admissions; Director, Marketing & Undergraduate Recruitment; Director, Student Services Centre; Awards & Financial Aid; Administrative Officer
Salary Grade:	USG 19
Effective Date:	February 7, 2017

Primary Purpose

The Registrar is the executive officer responsible for the management of the Office of the Registrar. As such, the Registrar is directly or indirectly involved in the enrolment management of all undergraduate students, who account for over 75% of the university's revenue. They oversee undergraduate student recruitment, marketing and communications, admissions, enrolment, examinations, development and application of academic policies, and one-stop services. The office facilitates the recruitment and timely admission of highly qualified undergraduate applicants; secure production and maintenance of accurate student records on which the conferral of degrees and the University's grant claim are based; the administration of provincial student aid and bursaries; the administration of Waterloo's locally administered financial aid guarantee; the management of merit-based scholarships and awards; financial aid counselling; prudent use of classroom space through the creation of class schedules that support the multi-disciplinary character of the curriculum and the interests of students; the creation of the examination timetable and the administration of final examinations; the organization and management of customer service in the one-stop; and a central source of information, help and services as they relate to these tasks and responsibilities.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Senior Management Oversight

- The Registrar is responsible for providing leadership regarding the overall vision and strategy for the Registrar's Office. They must be fully aware of trends within postsecondary education provincially, nationally and internationally and interpret how forces and factors at play influence the University in general and the registrarial function specifically. They monitor best practices with respect to registrarial functions and ensure that uWaterloo steadily enhances the services it provides. In their capacity as a member of the Executive Council, the Registrar regularly meets and works closely with other senior managers to determine how cooperation and collaboration can lead to improved service provision.

Enrolment Management

- The Registrar, in partnership with the Associate Vice-President Academic, Associate Provost Graduate Studies, and Director of Institutional Analysis & Planning leads strategic enrolment planning and management.
- They lead a complex and organized planning effort to connect mission, current state, and changing environment to long-term enrolment and fiscal health, resulting in a concrete, written plan of action.
- The Registrar insures that this plan is data-informed and identifies, evaluates, and modifies strategies and enrolment goals in light of internal and external forces that may influence the direction of the university.
- The Registrar provides direction to the Strategic Enrolment Manager

Systems Development and Implementation

- The Registrar, in partnership with senior managers in IST, oversees the functional needs analysis within the office, participates in enterprise software selection or local software development decisions and ensures that dedicated and qualified staff are continuously deployed for functional user analysis, testing, implementation and training.

Marketing and Undergraduate Recruitment

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<ul style="list-style-type: none">The University has ambitious goals for attracting the best quality undergraduate students from Ontario, elsewhere in Canada and other countries. The Registrar provides overall direction to the Marketing and Undergraduate Recruitment division, ensuring that marketing and communication plans and strategies are based on sound market research, are supported by the Faculties, the Federated University? and the Affiliated Institutes of Waterloo, are adequately funded, and are effectively executed in the continuum from prospect to registered student.
Undergraduate Admissions <ul style="list-style-type: none">Achieving undergraduate enrolment goals is central to the fiscal well-being of the University and the competition for qualified undergraduate students is intense. The Registrar provides leadership and a high level of management, professional and support staff resources to ensure timely processing of applications, reliable input to the analysis and decision-making processes at Faculty and University levels and accurate and effective communications of admissions decisions to applicants. Because of Waterloo's prominence, the Registrar is a confident and effective spokesperson on admissions matters and advocates for Waterloo's interests at the provincial level.
Undergraduate Records <ul style="list-style-type: none">Responsibilities include the effectiveness of policies, systems and procedures which support creation, maintenance, preservation and accurate reporting of student academic and related data. The Registrar is also responsible for implementing official policies on access to student information and protection of individual privacy in the management of student records. They are accountable for the completeness and accuracy of student records data upon which students' degree eligibility is based, claims for operating funds are made to government, and internal planning and analysis are based.
Timetabling, Classroom and Examinations Management <ul style="list-style-type: none">The Registrar oversees the effective management of a large classroom inventory, including the creation of class schedules that reflect students' preferences balanced against Faculty priorities related to the delivery of a multi-disciplinary curriculum with limited resources.Creation of the examination timetable and the administration of final examinations according to University policy is also a key responsibility.
Student Financial Aid and Scholarship Administration <ul style="list-style-type: none">Access to post-secondary education is a high priority for government. The ability to finance a university education is prominent in the minds of parents and students. Accordingly, the Registrar advises senior management of the University on locally administered financial aid programs and merit scholarship programs. The Registrar is accountable for the effectiveness of the administration of all financial assistance and academic scholarship programs administered on behalf of the University by the Student Awards and Financial Aid Office. These include programs sponsored by provincial and federal government agencies, the locally managed financial aid guarantee as well as programs sponsored by other public or private agencies.
Customer Service <ul style="list-style-type: none">The provision of timely, accurate, and friendly customer service is a key contributor to a positive student experience. The Registrar oversees the One Stop student service unit who provide front line customer services for all students. Working in collaboration with the Graduate Studies Office, Student Success Office and Student Financial Services, the Registrar ensures that their needs are met in the One Stop unit.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education <ul style="list-style-type: none">Master's degree with post graduate credentials in education or management or administration an asset
Experience <ul style="list-style-type: none">Extensive registrarial experience or senior management experience in a complex public sector organizationProven leader in a large service delivery environmentDemonstrated leader in strategic enrolment planning and management
Knowledge/Skills/Abilities <ul style="list-style-type: none">Sophisticated communication and presentation skillsExpertise in complex budget management

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- Proven coordination and analytical skills
- Highly proficient at managing multiple large-scale and process improvement projects that impact the entire organization
- Competencies will include strategic thinking, policy development, and change management
- Adept at managing change, motivating others, and inspiring a culture of continuous improvement
- Able to effectively lead and collaborate with senior leadership, faculty members, directors and managers

Nature and Scope

- **Contacts:** The Registrar interacts directly with the Chancellor, President, the Vice-President, Academic and Provost, other Vice-Presidents, the Chief Information Officer, the various Associate Provosts, the various Associate Vice-Presidents, the Chair and members of the Board of Governors, the Faculty Deans and Associate Deans, the Secretary of the University, Heads of the Federated University and the Affiliated Colleges, academic department chairs and directors of schools, and other senior administrators and academic support department heads. The Registrar makes presentations and recommendations to senior committees and councils of the University, such as Executive Council and Deans' Council in addition to Senate and Faculty Councils and their committees. Externally, the Registrar interacts with counterparts at other universities, senior officers at the Council of Ontario Universities, officials of the Federal Government, Ministry of Advanced Education and Skills Development, Ontario Ministry of Education and officials from regional and municipal governments. They are one of the University's spokespersons responding effectively and diplomatically on various matters to the press, interest groups and the general public.
- **Level of Responsibility:** The Registrar is the senior department head responsible for the management of the Office of the Registrar. As such, the Registrar has direct or indirect control of the enrolment management of all undergraduate students, the major source of revenue for the institution. The Office of the Registrar has a total full-time staff complement of about 130 staff members plus a number of part-time positions, including co-op students. The responsibilities of the Registrar include developing and maintaining an organizational structure that reflects the university's culture and supports its mission and strategic direction; making the case for adequate levels of budget support; effectively managing and controlling resources allocated to the Office; providing effective administrative support systems; providing assertive leadership to staff, including enlightened change management; ensuring fair performance evaluation; and providing job-related training and encouragement of staff participation in personal and professional development on an on-going basis. The Registrar must integrate the Registrar's Office plans with those of other academic and academic support units, being mindful of the University and departmental strategic plans. The University Registrar is a member of the Executive Council, an ex-officio voting member of the University Senate, the Senate Undergraduate Council, and a resource person to the Senate Committee on Honorary Degrees.
- **Decision-Making Authority:** The Registrar, as the unit head, has signing authority and final authority over decisions within the unit. The Registrar provides input to policy and procedural deliberations and acts decisively to ensure that Government, University and Faculty policies related to student admission, academic progress, and student records and financial aid are fairly and appropriately reflected in administrative systems and procedures supporting processes at University and Faculty levels. At provincial and university system levels, the Registrar interprets and presents University positions and points of view in deliberations on a broad range of matters relating to the interface between school and university sectors, between universities provincially and nationally, and between university and college sectors. The Registrar is a Waterloo representative on the Ontario Universities' Council on Admissions and, given the stature of the University of Waterloo, they routinely represents Waterloo itself or all universities on COU or provincial task forces or working groups. On occasion they are invited to chair such groups.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Minimal regular working hours, some evening/weekend work required. The incumbent must be sensitive to the often extreme and prolonged stresses under which they and staff must work. This role involves exposure to stress and emotionally disturbing experiences and/or 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

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one's control, and interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests at different times of year).