



JOB DESCRIPTION

We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.

POSITION TITLE: Assistant Registrar, Student Enrolment Services

DEPARTMENT: Registration, Scheduling & Enrolment Services **DATE CREATED:**

DIVISION/FACULTY: Office of the Registrar **DATE REVISED:** November 2024

ORGANIZATIONAL STRUCTURE

This role reports to the Associate Registrar. Reporting directly to this position are the roles of Coordinator, Student Enrolment Services located at the Surrey, Richmond and Langley campuses.

PRIMARY FUNCTION

The Assistant Registrar, Student Enrolment Services is responsible for or provides support for the efficient and effective operation of the Student Enrolment Services (SES) department, providing oversight for the planning, development, and delivery of student enrolment services across KPU campuses. They are responsible for the ongoing management, delivery and benchmarking of enrolment services quality as an integral part of KPU's strategic enrolment management plans, assessing and initiating change to existing services, and developing new processes that ensure effective operations and services to the KPU community. This involves leading a strong team in the delivery of service excellence, while providing functional, technical and operational expertise in the management of service delivery and student systems to the Office of the Registrar and the University.

The incumbent is a process-driven problem solver who utilizes their analytical and technical skills in the field of post-secondary enrolment services. They are also a champion of service delivery, leading a team that consistently works to improve service quality, staff productivity and systems efficiency.

The incumbent ensures KPU maintains compliance with university, provincial, and federal policies and reporting requirements. To that end they maintain a deep understanding of University policies and KPU's student information system along with other related systems, in order to guide the implementation, maintenance and advancement of systems and service goals within the Office of the Registrar.

KEY RESPONSIBILITIES

1. Supervises and provides leadership to staff by coaching, guiding and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.



2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to the management negotiating team for collective bargaining purposes, as needed.
3. Attracts and retains staff by developing and implementing recruitment and selection strategies, providing staff orientation, and ensuring a stimulating work environment focused on student-centred service. Monitors and assesses performance, employing strategies such as coaching and mentoring to enhance performance. Takes appropriate disciplinary action when required.
4. Develops a comprehensive training plan for the team.
5. Conducts routine procedural review in order to ensure that business processes are compliant with university, provincial and federal policies and reporting requirements as well as the strategic direction of the institution and its enrolment management goals. Recommends and implements, in consultation with the Associate Registrar, quality-based assessment processes to inform strategy development and continuous improvement.
6. Supports the development and implementation of a departmental service plan in line with the division's vision, mission and values and KPU's strategic enrolment planning goals.
7. Serves as an internal business systems and procedures consultant to the Office of the Registrar and other areas relating to enrolment services. Consultation services range from evaluating business processes for efficient use of systems; championing new technologies in the Office of the Registrar; and liaising with other departments, external stakeholders and agencies to build partnerships and execute data exchanges.
8. Oversees enrolment services provided to current and prospective students, faculty, staff and the general public.
9. Oversees KPU's Student Enrolment Services student inquiries Call Centre queue. Through data collection and monitoring, identifies key performance drivers affecting service level goals and objectives, developing strategies for service enhancement.
10. Oversees KPU's virtual queuing platform for SES front line services, using system data and analytics to ensure visibility into student engagement workflows, and to maximize staff productivity and operational efficiencies. Serves as the key contact/lead for other departments who also utilize the queuing system.
11. Reviews, investigates and solves unusual or difficult student situations; provides support to employees dealing with anxious, difficult, or angry students, members of the KPU community, and the general public.
12. Liaises with Financial Services to ensure appropriate payment procedures are established and adhered to by SES.
13. Performs on-going tracking and analysis of in-person, call centre, virtual service platforms, email and mail related service transactions.



14. Liaises with key Student Services management (International, FSO, SAFA, Advising, Registration) to ensure coordinated approach to supporting student inquiries.
15. Liaises with Information Technology on ongoing projects, testing system upgrades and maintenance and troubleshooting of existing processes and technology.
16. Participates in developing and administering departmental policies and procedures, ensuring they are consistently applied by all team members, and advising members of KPU accordingly.
17. Uses professional judgement and exercises delegated authority to make discretionary decisions that are exceptions and variances to established regulations and institutional procedures on matters related to student enrolment services, regularly reviewing and responding to student concerns that may arise at any stage during the student's life cycle.
18. Liaises with the Office of Planning and Accountability to ensure the correct interpretation of operational enrolment services data, and to ensure that the data captured satisfies institutional reporting needs.
19. Represents KPU and KPU's interests before external agencies, other institutions, various organizations and groups to ensure optimal service delivery, while balancing the need for upholding university compliance obligations associated with relevant legislative requirements. External stakeholders include financial service providers, law enforcement agencies (federal and municipal police force; Canadian Border Services Agency), armored car services, call centre support, Virtual Queueing platform support as well as representatives from other post-secondary institutions.
20. Manages special projects, as assigned, including the implementation of business process redesign with a view to cross-functional and cross-divisional services.
21. Facilitates, chairs and participates in assigned teams and committees as required.
22. Assists in planning, preparing and monitoring the departmental budget.
23. Inspires others to do their best, develops professionally and contributes to the success of the leadership team.
24. Establishes system requirements, accompanying business processes and related documentation to implement and administer Banner Student modules while providing functional leadership in support of the enrolment services functions within the Office of the Registrar.
25. Supervises operational reporting for student enrolment services, utilizing tools such as FAST Student Reporting, and other reporting tools associated with peripheral enrolment services systems. May provide analysis of summative reporting when required.
26. Maintains student data integrity and quality assurance by reviewing enrolment services data acquisition business processes, data quality evaluations, and operational aggregate reporting outputs for student enrolment services.



27. Responsible for the security of student records in SES, ensuring that Freedom of Information and Protection of Privacy legislative requirements are upheld and enforced.
28. Maintenance of Banner controls, rules, and validation tables relating to the Banner Student modules and other related systems for SES. Recommend revision and optimization of global rules and controls as the University evolves and/or the interaction between people and systems changes.
29. Follow security protocols for providing staff access to the Banner Student Module and other related systems.
30. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs and professional development.
31. Contributes to and promotes a safe, equitable, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

QUALIFICATIONS

EDUCATION & EXPERIENCE

- A bachelor's degree.
- Minimum of five (5) years recent related experience in or supporting the Office of the Registrar, in progressively responsible positions related to the delivery of effective enrolment services.
- Minimum three (3) years management or supervisory experience in a post-secondary institution. Formal supervisory training is an asset.
- Successful experience training and managing an effective team and implementing change resulting in improvements to service quality, staff productivity and systems efficiency.
- Or an equivalent combination of education, training and experience.

KNOWLEDGE, SKILLS and ABILITIES

- In-depth knowledge of Canadian post-secondary education systems.
- Demonstrated ability as a functional lead administering a Banner Student module. Experience in a comparable student information system may be considered.
- Demonstrated ability supporting and maintaining systems in support of student enrolment services such as a full-service call-centre and virtual queuing platform.
- Demonstrated financial experience in payment reconciliation and payment handling systems, procedures and best practices.



- Demonstrated analytical skills, including problem-solving and needs analysis. Excellent organizational skills, including the ability to set priorities and meet deadlines. Ability to work independently, exercise good judgment and demonstrate initiative.
- Demonstrated ability to motivate and encourage teams in creating a cohesive working environment.
- Experience in business workflow design and business process improvements.
- Demonstrated experience using database reporting tools, web systems and software. Certification as a Microsoft Office Specialist in MS-Excel, MS-Word, and MS Access an asset.
- Sound understanding of strategic enrolment management concepts and academic policies and processes that contribute to a quality undergraduate experience.
- Proven ability to develop flexible approaches toward work procedures and to exercise tact, diplomacy and conflict resolution skills; uses sound judgement.
- Ability to establish and maintain effective working relationships with University administration, faculty, and staff.
- Excellent interpersonal skills with the ability to communicate patiently and effectively (both verbally and in writing) with a diverse range of people and situations. Actively listens to the issues of others in a manner that elicits cooperation and support. Demonstrates an effective and adaptive skill in communicating with students/individuals under stress.
- Provide conflict coaching with a view to helping resolve issues aiming for improved and direct communication without referral to higher levels.
- Proven ability to attend to and manage escalated inquiries in an effective, professional manner. Such handling of cases must be guided by confidentiality, neutrality, impartiality, and the ability to interpret and apply policies, procedures and regulations. Formal training in conflict resolution is considered an asset.
- Demonstrated ability to model appropriate professional, ethical and collaborative behaviours consistent with the responsibilities of this position.
- Ability to travel between campuses is required, possession of a valid driver's license and access to a vehicle is preferred.

COMPETENCIES

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU community.