

Nipissing University
POSITION DESCRIPTION

POSITION TITLE:	Associate Registrar, Scheduling & Registration
DEPARTMENT:	Office of the Registrar
SALARY LEVEL:	SL 6
EMPLOYMENT DEFINITION (STATUS):	Full-time Administration
SUPERVISOR (POSITION TITLE):	Registrar

SUMMARY OF FUNCTIONS:

Reporting to the Registrar, the Associate Registrar, Scheduling & Registration supports the academic mission of the University by providing day-to-day leadership and issues management within the Office of the Registrar. The Associate Registrar, Scheduling & Registration is accountable for a diverse range of University activities relating to scheduling, registration, enrollment, examinations, systems and records. Collectively, these areas are key contributors to institutional enrollment management.

The Associate Registrar, Scheduling & Registration manages staff engaged in a wide range of activities from front-line student and faculty service, to data entry and maintenance of the academic schedule, room bookings, exam administration, course registration, records and oversees, administers, and innovates the processes and programs in place to manage these activities.

DUTIES & RESPONSIBILITIES:

TIMETABLING

(35%)

1. PRODUCTION OF ACADEMIC SCHEDULES

- Perform all aspects of course scheduling
- Maintain an up-to-date, expert-level knowledge of Nipissing's academic programs, options, and courses and understand how all elements interrelate
- Develop and maintain systems/processes to allow Deans, Department Chairs and other senior academic administrators to submit and review course offering requests
- Liaise with Deans, Chairs/Directors to ensure the timetable satisfies requirements for faculty teaching, research, and service as determined by the University in accordance with the collective agreements
- Exercise mastery over several pieces of software, including: Ellucian Colleague, Entrinsik Informer, Infosilem Suite and Infosilem EnCampus
- Evaluate and authorize requests for changes to the timetable after it has been published
- In collaboration with the Registrar, determine the academic year and important dates associated with course registration (term start/end/add/drop, examination dates, etc.)

2. EXAM SCHEDULING

- Responsible for all aspects of exam scheduling in all undergraduate, graduate, professional, and distance-education courses
- Schedule dates, rooms, and supervisors for deferred exams

3. SPACE ALLOCATION

- Allocate and optimize the use of classroom space for all users and approve room change requests
- Manage, in multiple software platforms, an inventory of all available teaching spaces

4. SCHEDULING SYSTEMS & DATA ANALYSIS

- Respond to critical issues during off hours
- Serves as systems analyst within the Office of the Registrar by designing, developing, implementing and/or modifying and maintaining systems to: improve production or work flow, automate processing, expand systems to serve new purposes, or as a result of legislated or mandated changes
- Determine access to various student system related Colleague screens
- Oversee storage and disposal of physical student records (student files & exams)
- Maintain all Infosilem software products used by the institution
- Analyze space-utilization information and prepare reports for internal and external use
- Take an active role in discussions and planning for capital expenditures in relation to the addition of teaching space

ENROLLMENT MANAGEMENT AND REPORTING

(25%)

1. ENROLLMENT ADMINISTRATION

- Lead activities with respect to registration of all student populations
- Act as institution signatory for verification of student enrollment
- In collaboration with the Registrar and Associate Registrar – Curriculum and Advising, enforce University policy with regard to progression and exercise discretion where possible
- Liaise with Deans, Chairs/Directors, and faculty members with regard to course specific restrictions/permission and special exemptions and exceptions
- Develop, update, and implement institutional policies/protocols/procedures for matters related to registration

2. DATA INTEGRITY & ANALYSIS

- Manage the implementation of all curriculum and program changes that impact course registration in Ellucian Colleague.
- Assess student registration challenges; identify problems and tests solutions.
- Oversee the collection, entry, and safeguarding of student data.
- Ensure compliance to rules related to the access and release of confidential data.
- Oversee portions of (and manage revisions to) the Academic Calendar.

DAY-TO-DAY PROJECT OVERSIGHT AND SYSTEMS CONSULTATION

(25%)

- Identify opportunities to innovate, change, and/or automate internal office processes in an effort to reduce errors, maximize internal office efficiency and improve the level and quality of services offered by the Office of the Registrar.
- Consult and collaborate with external offices for systems support as well as to identify opportunities for innovation, change, and automation by leveraging software tools available and/or the development of new tools/process within Ellucian Colleague and/or WebAdvisor.
- Evaluate, direct, and fulfill requests for information retrieval and dissemination for Deans, Chairs/Directors, University offices, Canadore College and external stakeholders, as requested.

- Respond to inquiries from senior administrators, faculty, support staff and students to clarify university policies and procedures, provide advice, and answer questions; acts as an expert resource and point of contact for the Office of the Registrar.
- Approve and signs purchase requisitions for various forms, documents, supplies and expense claims.
- Attend and participate in a range of committees.
- As required, prepare and deliver presentations to students, faculty members, and the general University community.
- Act as main contact for all Infosilem-related questions by users in the Nipissing community.

EXAMINATION SERVICES: OPERATIONS MANAGEMENT AND ADMINISTRATION

(15%)

- Accountable for the integrity of the overall examination process and oversee all processes related to invigilated final exams for the University.
- Hire, train, and supervise local and remote exam proctors for each exam session.
- Responsible for making all decisions related to deferred final examination requests.
- Manage the for-profit invigilation services provided to students and external agencies.
- Responsible for the exam proctoring budget and approves related expenditures.
- Develop, update, and implement institutional policies/protocols/procedures for the scheduling and invigilation of final and deferred examinations.

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education:

Undergraduate degree in an applicable discipline and at least five years of employee management and development experience as well progressive senior leadership and/or operations management experience, preferably in post-secondary education.

Training or experience may be substituted for formal academic training.

Training, Experience, Knowledge and Skills Required:

- Excellent analytical and problem-solving skills, with the ability to identify, analyze and propose solutions and efficiencies (with a view towards automation) for various business problems and demands
- Extensive knowledge of computer programming, systems analysis and design and software applications, specifically Colleague
- Policy formulation and project planning experience
- Excellent oral and written communication and interpersonal skills, with proven negotiation and dispute-resolution skills
- Strong management skills with the ability to oversee staff, assess performance, and achieve results through collaboration and creativity
- Strong ability to master and apply a large, complex and ever-changing set of rules and policies
- Strong ability to organize and coordinate multiple tasks and responsibilities in a timely, responsive manner
- Experience fostering and maintaining relationships within a complex network of disparate stakeholders using good judgment, tact, diplomacy and discretion
- Experience with Infosilem Schedule and EnCampus Suite scheduling software is an asset.
- Experience with other software including Microsoft Office applications (Word and Excel), Ellucian Colleague, Entrinsik Informer

- Familiarity with the operations of Nipissing’s academic and administrative departments, and student- and faculty-service departments
- Demonstrated ability to work independently and take initiative and provide leadership to solve problems
- Policy-development experience

RELATIONSHIPS/CONTACTS:

Supervised by: Registrar

Supervises:

- Exam and Room Booking Coordinator
- Distance Examination Coordinator
- Systems and Records Technologist
- Final Examination Proctors for Onsite Examinations
- Final Examination Proctors for Online Examinations

Internal Contacts: Faculty, Staff, and Students

External Contacts:

- Canadore College Registrar, Deans, Academic Scheduling Officers
- Individuals at partnership sites
- QECO, OCT, Financial Institutions, Scholarship Trust funds, Insurance companies, etc.
- Infosilem
- Parents/family members of students
- Other Universities

MATERIALS UTILIZED:

- Senate Regulations Policy Document, Academic Calendar, Ellucian Colleague support materials, Infosilem database specifications
- Curriculum Committee/Senate Agendas Reports and Minutes
- Nipissing and Canadore Collective agreements
- General office equipment

PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:

- Visual/mental concentration
- Light to sedentary demands
- Frequent interruptions due to the wide variety of duties, responsibilities and people supervised.

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please print)

Employee Signature

Date

Approvals

Supervisor

Date

Director, Human Resources

Date