

Columbia College Position Description

<p>NOTE: Must; Shall; Will: Should: May or Could; Can:</p>	<p>Clarification of Terms These words or phrases indicate actions or activities that are <i>essential or mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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Position Title:	Registrar
Program/Department Name:	Office of the Registrar
Reporting to:	President, Columbia College, Calgary
Position Summary:	This critical position was created to manage the flow of information coming into, and leaving the Registrar's Office in support of all of the College's stakeholders: students, faculty, administrators, and external stakeholders. This position oversees document control, record control and privacy for the College. This position is also responsible for overseeing the College's attendance and grading policies, the front office Student Administration staff, as well as the Library.
Organizational Structure:	This manager will work in a flat organizational structure consisting of a direct supervisor, a number of program peers and other management specialists. He/she will operate as autonomously as authorized by his/her supervisor and will supervise a team of part-time and full-time professionals as approved in his/her budget.
Qualifications and Experience:	This professional will normally have completed a four year degree or professional training relating to the field his/her department specializes in. This person will also normally have 5 years experience in a related role. This should be supplemented with on going training in business and adult education. He/she will be a highly organized and experienced leader and team-player, an effective communicator, possess strong interpersonal skills, be detail oriented, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic. Along with well-developed computer skills, this professional will demonstrate a genuine concern for all prospective, current and graduate student procedures, policies and guidelines, and be committed to the betterment of the department and organization.
Roles and Responsibilities:	<p>For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of their roles and responsibilities as well as a commitment to fulfilling said responsibilities.</p> <p>As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.</p>

Roles and Responsibilities:	All responsibilities listed below will be carried out under the general direction and supervision of the President. In consideration of this, the Registrar will:
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Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness

- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems

- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct

- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

13.0 Management Style

- 13.1 Effectively share the program/department purpose and direction.
- 13.2 Appropriately delegate responsibility to others.
- 13.3 Set challenging but fair work expectations for others.
- 13.4 Seek input and feedback prior to making decisions that affect others.
- 13.5 Work with others to improve department and organization effectiveness.
- 13.6 Constantly seek newer, faster, better and more effective ways to achieve results.
- 13.7 Continually work at improving quality of program/department and organization.
- 13.8 Be accurate and attends to detail.

14.0 Goal Setting and Teamwork

- 14.1 Provide input for realistic, measurable, challenging and achievable annual goals.
- 14.2 Provide input for a variety of short term goals in order to achieve annual goals.
- 14.3 Involve team members in setting goals.
- 14.4 Ensure each team member is clear about his/her responsibilities associated with achieving goals.

- 14.5 Assist to constantly monitor progress in goal attainment and keep relevant others informed.
- 14.6 Identify hurdles to goal achievement and take corrective action.
- 14.7 Encourage team members to share ideas and concerns related to program/department goal achievement.
- 14.8 Be focused and committed to achieving goals and success.

15.0 General Management

- 15.1 Assist in hiring, utilizing the organization's staff selection documents.
- 15.2 Attend and/or conduct team meetings as required.
- 15.3 Conduct regular meetings with the President, Accounting Department and Student Services Department.
- 15.4 Continually monitor the performance of team members and help them become more effective.
- 15.5 Continually strive to maintain and improve morale of others.
- 15.6 Keep his/her supervisor informed of serious matters.

16.0 Business Planning, Budgets, and Corporate Reporting

- 16.1 Ensure accurate and timely documents and reports are provided.
- 16.2 Effectively manage approved expenditures.
- 16.3 Assist programs in achieving or exceeding enrollment/revenue goals.
- 16.4 Assist programs in achieving or exceeding customer satisfaction goals.
- 16.5 Achieve or fall below expense goals.
- 16.6 Contribute to effective marketing plans for the college.
- 16.7 Develop an effective yearly planner for program or department.
- 16.8 Train and develop highly effective team members.
- 16.9 Maintain up to date program/department policies, procedures, forms and documents.
- 16.10 Contribute to an effective department and college calendar.
- 16.11 Contribute to the annual review of the customer satisfaction survey results.
- 16.12 Prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

17.0 Registrar's Office Duties

- 17.1 Provide accurate information regarding College policies and procedures as they relate to the Registrar's Office.
- 17.2 Oversee the effective management of the College's Student File room. This includes the development and ongoing review and maintenance of the file room policies and procedures, security issues and record retention.
- 17.3 Ensure that all 'relevant' correspondence with stakeholders is recorded and maintained in the appropriate location.
- 17.4 Oversee the preparation and distribution of the annual T2202A's.
- 17.5 Oversee the management of course scheduling.
- 17.6 Oversee the management of the student attendance.
- 17.7 Oversee the management and distribution of student grades and certifications.
- 17.8 Oversee the management of transcript requests.
- 17.9 Oversee the management of Prior Learning Assessment and Transfer Credit requests.
- 17.10 Oversee the effective running of the main reception and administrative area.
- 17.11 Attend the annual convocation ceremony.

- 17.12 Oversee the student appeals process.
- 17.13 Oversee student withdrawals.

18.0 Performs Reporting and Licensing Duties

- 18.1 Oversee the annual renewal and maintenance of current transfer agreements between Columbia College and other institutions.
- 18.2 Oversee the strategy of building new transfer agreements between Columbia College and other institutions, as well as the strategy towards the selection and ongoing participation in association memberships.
- 18.3 Review Calendar changes and verify accuracy of changes relating to Program licenses, articulation agreements, College policies, Course-Code integrity concerns, etc.
- 18.4 Oversee the collection, verification and storage of Course Outlines, delivery schedules, attendance and grade sheets. Oversees the annual renewal of program licensing for Professional Programs, as well as addressing any modifications or related issues that may occur throughout the year.
- 18.5 Oversee the submission of Professional Program annual reports to the Private Vocational Schools division.
- 18.6 Oversee the preparation and distribution of the College's annual Key Performance Indicators report.
- 18.7 Oversee the collection and distribution of the College's Customer Satisfaction Surveys as well as the preparation and distribution of the CSS annual report.
- 18.8 Oversee the annual renewal of program licensing and/or contractual agreements for programs obtaining funding grants through external and internal sources (i.e. Columbia Learning Society, Alberta Employment of Immigration and Industry (AEII), Columbia College grants).
- 18.9 Perform all duties expected relating to Case Manager for AEII funding.
- 18.10 Communication conduit for issues and concerns between AEII and Columbia College staff relating to contractual agreements, audits and formal reporting requirements.
- 18.11 Oversee monthly invoicing to AEII.
- 18.12 Oversee necessary training schedules are followed for all Columbia College stakeholders performing AEII activities.
- 18.13 Oversee the distribution and ongoing maintenance of AEII logins and passwords.
- 18.14 Perform all duties expected relating to the Corporate Privacy Officer.
- 18.15 Oversee the ongoing development, implementation, training and auditing of a Privacy policy.
- 18.16 Correspond with stakeholders' questions relating to Privacy (including addressing Privacy complaints).
- 18.17 Oversee the annual maintenance and activities relating to updating tuitions with Student Finance.
- 18.18 Oversee the collection and distribution to relevant stakeholders the Student Loan delinquency reports.

19.0 Convocation

- 19.1 Compile Graduate list for students who have or will be graduating between October 1, 2009 and August 31, 2010
- 19.2 Prepare mailing labels for these students
- 19.3 Mail out student invitations in the first week of May, 2010
- 19.4 Receive RSVPs and payment from students

- 19.5 Provide managers with a list of graduates from their department who have responded so calls can be made to those students that have not responded
- 19.6 Provide a final list of students who will be attending to the Facility Manager so gowns can be ordered
- 19.7 Mail out Convocation tickets

20.0 Performs other 'related' duties and responsibilities as required.