

## IDENTIFICATION

<b>Job Title:</b>	Associate Registrar, Records and Registrations	<b>Division:</b>	Office of the Registrar
<b>Name of Immediate Supervisor:</b>	Brent Langbakk	<b>Position Number:</b>	YC 1637
<b>Supervisor's Title:</b>	Director, Admissions and Enrolment Management	<b>Effective Date:</b>	

## Purpose of the Role

The Associate Registrar, Records and Registrations provides leadership and strategic direction for the Records and Registrations unit to support Yukon University's academic operations and goals. The position ensures the development and implementation of effective academic record practices, as well as efficient, fair, and responsive service. This position contributes to Yukon University's growth and reputation by fostering positive experiences for students while upholding academic regulations and institutional integrity. Without this role, Yukon University would face increased risk to academic integrity, inconsistent records practices, and delays that directly impact students and academic operations.

## Key Responsibilities

1. Provides strategic leadership and direction for records, registrations, financial aid and scheduling to ensure coordinated, effective, and student-centred processes aligned with Yukon University's strategic priorities.
2. Develops, implements and maintains comprehensive data management processes to ensure the integrity of student records in compliance with academic policies and regulations.
3. Fosters collaboration across academic and administrative units to align records, registration, academic scheduling and financial aid activities and processes with program needs, institutional capacity, and student success.
4. Ensures that data captured and entered into electronic records is accurate, complete, and accessible to university employees and other agencies, as is appropriate and required.
5. Provides reports to internal and external stakeholders as required and allowed according to policy and regulations.
6. Leads, mentors, and manages staff within the Records and Registrations unit to promote a culture of excellence, service, accountability, and continuous improvement.
7. Contributes to institutional planning and decision-making by analyzing registration, appeal, scheduling and funding and transfer credit trends, and recommending policies, procedures, and resource allocations that advance the University's mission and goals.

## People Leadership

The Associate Registrar, Records and Registrations provides direct leadership and supervision to a team of within the Records and Registrations unit. The role requires the ability to guide, motivate, and develop employees through performance management, training, and ongoing coaching to ensure high-quality service delivery and alignment with university values. It involves establishing work priorities, allocating resources, and fostering a collaborative, student-focused culture.

This position also provides strategic and operational leadership in developing and implementing records management policies, procedures, and systems that impact the broader institution. It requires thought leadership in designing innovative strategies and recommending process improvements that support institutional growth and student success.

The role demands a balance of people leadership, strategic planning, and cross-departmental collaboration, influencing decisions that extend beyond the immediate team to affect university-wide course set-up, academic records and scheduling.

### JOB ELEMENTS

#### Decision - Making

The Associate Registrar, Records and Registrations independently makes operational decisions related to the day-to-day management of the Records and Registrations unit, including staff scheduling, workload distribution, and allocation of resources within approved budgets to maintain efficient service delivery.

The position exercises judgement in interpreting and applying Office of the Registrar policies, making determinations on student records and exceptional cases to ensure fairness and consistency.

The role also involves assisting with the development or revision of records policies and registration procedures to recommend to the Director, Admissions and Enrolment Management, ensuring alignment with academic regulations, privacy legislation, and institutional priorities. The incumbent provides informed advice to senior leadership on enrolment trends, and process improvements that influence institutional planning. In addition, the position contributes recommendations to budget planning, staffing requirements, and system enhancements that support the continuous improvement of records and registration operations.

The role requires a detailed understanding of the academic calendar and requires planning and direction to ensure that annual processes and deliverables are completed on time.

#### Communication and contacts

The Associate Registrar, Records and Registration communicates extensively, both verbally and in writing, with a wide range of internal and external contacts. Internally, the incumbent provides support to the Registrar, Director of Admissions and Enrolment Management by providing information and carrying out initiatives and projects. The position also collaborates with Manager of Recruitment, Admissions and International, Manager of Student Success and other academic and administrative leaders to exchange information, coordinate processes, and develop strategies that support enrolment and student success. Frequent interaction with staff within the Records and Registration team is required to guide, direct, and counsel employees, ensuring clarity of priorities and consistency in service delivery. This role represents the Office of the Registrar at inter-departmental meetings.

This position collaborates with the Functional Analyst to ensure the efficient configuration of the student information system to meet the functional needs of the Office of the Registrar. The position also works closely with faculty, program coordinators, and campus representatives to explain and interpret academic policies, advise on applicant requests including appeals. The incumbent also communicates and consults with departments to share data, coordinate training on processes, and ensure consistent messaging to students.

Externally, the role represents Yukon University to students, community partners, and educational institutions through events, presentations, and correspondence, requiring the ability to persuade, inform, and build positive relationships. Interaction with government agencies, pathway partners, and external organizations involves negotiating agreements, clarifying regulatory requirements, and fostering collaborative partnerships that enhance enrolment opportunities.

Overall, the position requires diplomacy, cultural sensitivity, and the ability to influence and negotiate outcomes in diverse and sometimes complex situations, maintaining a high standard of professionalism in all communications.

### Knowledge and Experience

#### Education:

- A bachelor's degree in a relevant field such as Education, Business Administration, or Public Administration is required. A master's degree in a related discipline is preferred.

#### Knowledge and Business Acumen:

- The position requires comprehensive knowledge of post-secondary recruitment, admissions, and enrolment management processes, including an understanding of national and international education systems, transfer agreements, and student information systems (Banner preferred).
- The incumbent must demonstrate strong business acumen, including the ability to develop and manage budgets, analyze enrolment data, and contribute to strategic planning and policy development.

#### Experience:

- A minimum of five years of progressively responsible experience in post-secondary Registrar's Office, or related student services is required, including at least two years in a supervisory or leadership capacity. Experience developing and implementing registration process and record keeping, leading teams, and managing complex operational processes in a higher education environment is essential.
- The role requires the ability to interpret and apply academic regulations, exercise sound judgement in decision-making, and foster collaborative relationships with diverse internal and external stakeholders to support Yukon University's enrolment and student success goals.

### Specific Working Conditions & Requirements

- The position requires frequent management of critical deadlines and the ability to respond to irregular and urgent priorities, including end-of-term grade processing, academic scheduling changes, and budget preparation.
- The position requires some travel for training community campuses averaging two trips annually of approximately three days each, typically by driving on highways with long distances between communities. Travel may involve representing Yukon University at national and international events or conferences, requiring cultural sensitivity and professional diplomacy.
- Overall, the role demands resilience, adaptability, and the ability to manage multiple competing priorities while maintaining high standards of service, compliance, and professional conduct.