

Job Posting Summary

Position Information

Competition Number:	000144
Job Title:	Associate Registrar International Education
Department:	International Education Administration
Position Number:	A9971
Employment Group:	Administrative
Employment Type:	Full-Time
Type of Posting:	Internal External
Campus:	Downtown

Position Summary: This position is responsible for the coordination and functions of international registration, admissions, systems and enrolment services. This position works collaboratively with the International Education management team to develop and implement registration and enrolment policies, procedures and systems that contribute to the mission, values and goals of International Education and the greater college as a whole. This includes strategic operations, assessing and initiating change to existing services and developing new processes that will deliver effective operations for International Education enrolment services.

Reporting to the Director, International Education and with direct managerial supervision of Admissions Officers, the position ensures admissions and registration services to international students are carried out efficiently and effectively within College policy. Additionally, this position works collaboratively with the Registrar, Associate Registrars, International Education, and members of the college community to coordinate and deliver effective registration services.

Required Qualifications: Education and Experience:

- A Bachelor's Degree in a related discipline from a recognized educational institution
- Five (5) years of experience at the post-secondary level within the functional areas of recruitment, advising, admissions or enrollment services; preferably in international education.
- Five (5) years of management experience in a post-secondary institution.
- Or equivalent combination of education, training and experience.

Skills and Abilities:

- Demonstrated experience developing and implementing strategies, projects and initiatives in alignment with the Registrar's Office.
- Demonstrated commitment to student-centered service model
- Demonstrated ability to identify and analyze operational data
- Demonstrated leadership and management skills in a unionized environment including recruiting, training, managing performance and disciplining employees

- Demonstrated ability to build, train, develop and coach effective teams within a multi-union environment.
- Demonstrated high level of understanding and knowledge of computer applications including student information systems such as Banner, and experience in developing and implementing new technology based systems.
- Strong organizational, analytical and problem solving skills to achieve strategic objectives.
- Superior ability to interpret and apply college, government, agency and departmental policies, procedures and guidelines
- Demonstrated ability to model professional, ethical and collaborative behavior.
- Strong communication and interpersonal skills required to maintain effective relationships in a large, complex organization and with a diverse student community.

Job Duties/Responsibilities One:

1. Leads the ongoing development and implementation of international student strategies, services and functions to ensure they are aligned with greater VCC directions and delivered effectively, efficiently and with best practice. Provides quality control leadership on all international registration services by monitoring the effectiveness of service.
2. Initiates and manages change to existing services and develops new processes that will deliver enhanced operation and services to international students.
3. Supports the Director, International Education in the evaluation and monitoring of policies and programs. Recommends changes based on research and practice and in collaboration with the International Education staff and the college community. Coordinates the development of new processes and initiates improvements to ongoing operations.
4. Manages day-to-day operations for designated functional areas relevant to admissions and enrolment service, fostering a collaborative and service-oriented culture that creates a positive student and staff experience.
5. Provides effective leadership and direction to assigned staff and is responsible for the recruitment, promotion, evaluation, training and development, and performance management of staff within the scope defined by College policy and the Collective Agreements.
6. Oversees international enrolment and admissions data as well as annual application timelines to assure accurate enrolment targets. Reviews international program enrollment and liaises in a consultative process with the International Education management and team when programs are under-subscribed to propose enrollment solutions.
7. Establishes and maintains effective communications with Deans and Department Heads regarding the management of admissions criteria, and other program/student support, etc.
8. Adjudicates decisions regarding student refund appeals and special requests relating to admissions.
9. Initiates and manages change to existing International Education enrolment services and develops new processes that will deliver enhanced operations and services to students.
10. Manages and facilitates special initiatives and projects within the International Education Department including determining how and when new initiatives are to be implemented and the evaluation, adjustment and maintenance of these projects
11. Provides advice and assistance in the analysis, design, development, implementation and maintenance of enhancements to the ERP system and the College website as they relate to International Education Advises and assists in the development and management of necessary VCC policy and procedures associated with these enhancements as they pertain to International Education staff and students.
12. Acts on behalf of the Director in the Director's absence on matters

relating to registration. Represents International Education and/or VCC on internal and/or external committees or agencies.

13. Participates in professional development to maintain current skills and knowledge regarding student services and post-secondary education trends and changes

14. Performs other related duties as required.

Job Duties/Responsibilities Two:

Job Duties/Responsibilities Three:

Days and Hours of Work: Normally, Monday to Friday from 8:30 am to 4:30 pm. However, hours may vary according to the needs of the department.

Salary Range: \$62,426 to \$81,615 per annum, depending on qualifications and experience.

Position subject to the Compressed Work Week Sched Not Applicable

Supervisory Responsibility:

External and Internal Contacts:

Posting Date: 11-14-2017

Closing Date: 12-08-2017

Special Instructions to Applicants: Please address your cover letter to the Human Resources Department. Only short-listed candidates will be contacted.

Apply online at careers.vcc.ca