

**Associate Registrar, Information and Customer Services (REG 201900265)**

**Office of the Registrar**

**Location:** London

**Employment Group**: Admin

**Closing Date:** October 22, 2019

**Note:** This is a full-time Administrative position (37.5 hours per week).

**Duties:** The Associate Registrar, Information and Customer Services, leads the development and provision of information and customer services for all programs/courses offered by the College. Leads the training and support to ensure prospective and existing students, and the internal and external community are advised and provided current and accurate information related to all processes from inquiry to graduation, and oversees provision of customer services to all students at the College. Customer service includes all Office of the Registrar first point of contact services via in person, email, call centre and outreach activities. Works closely with Registrar's Management Team to ensure service delivery is customer service focused, timely and accurate. Chairs first level fee appeal committee and develops practices consistent with Ministry and College policies. Monitors and maintains reports related to these appeals for any trends or operational issues.

**Qualifications:**

* Post-secondary 3 year diploma/degree in Business Administration, Public Administration, Public Relations or related diploma/degree
* Education/training in job specific areas such as client service best practice or customer relationship management technology, project management, statistical analysis related to qualitative and quantitative service satisfaction
* Minimum 5 years demonstrated experience in computer systems, information management and customer service principles
* An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
* Conversant with government and College policies and programs
* Increasing levels of relevant supervisory/leadership responsibility, preferably in an educational setting
* Client-Centred Leadership experience
* Must be able to demonstrate experience implementing successful client-centred service strategies
* Experience monitoring and actioning service resources to improve service levels on a daily basis

**While transcripts are not required for the interview, they are mandatory prior to any offer of employment.**

**How to Apply:**

For more information and how to apply, please visit the Fanshawe College website at: [**https://jobs.fanshawec.ca/applicants/jsp/shared/Welcome\_css.jsp**](https://jobs.fanshawec.ca/applicants/jsp/shared/Welcome_css.jsp)

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

**Fanshawe College is an equal opportunity employer.  We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.**

**Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.**