

JOB DESCRIPTION

Position	Enrolment Services Representative		
Classification	Band 6	Date	April 2017
Dept	Enrolment Services		
Reporting To	Manager, Student Financial Accounts	Group	CUPE Local 3131

PURPOSE:

Enrolment Services is the first point of contact for students and has an atmosphere of effective, efficient, friendly and reliable service with a focus on enhancing customer service by using a high level of problem solving skills. The Enrolment Services Representative provides support in the maintenance of all student records and ensures efficient and accurate processing of transactions related to Enrolment Services.

SPECIFIC RESPONSIBILITIES:1. Enrolment Services

- Authorize a range of forms, including Canada Pension, enrolment verification forms, confirmation of registration and proof of attendance-medical forms;
- Produce a range of documents required by students (letters of confirmation, transcripts, student loan documentation/verification, education savings plan verifications of enrolment);
- Process student loan and Schedule 2 authorisations electronically, ensuring that all documentation is accurate, including registration, course load and other required information;
- Process requests in a timely fashion, including transcripts;
- Disburse monthly allowance cheques from relevant agencies (ie. Department of Education);
- Ensure accuracy of identification of client and eligibility to access/receive information;
- Correspond via mail, e-mail, telephone with faculty relating to registration and grade submission;
- May receive and record tuition payments and all fees;
- Prepare daily cash summaries;
- Balance cash receipts and prepare daily cash deposits;
- Scan student documents and upload to Sharepoint;
- During peak times of term, provide triage services, assisting students who may be waiting for service.

2. Enrolment Services Representatives may also:

- Provide support for convocation activities and ceremonies;
- Enter data on academic awards, medals, scholarships, and assist in making arrangements for awards banquets, etc.;
- As assigned, may provide back up for the Registrar's Office from time to time.

Maintain currency with CBU policies and procedures such as Academic Calendar, student finance policies and procedures, articulation agreements, and secondary school course codes. Other job related projects and duties as assigned.

QUALIFICATIONS:

- Completion of a minimum of two (2) years of university study or completion of a business diploma. Undergraduate degree an asset;
- Minimum of two (2) years of office or business experience, or completion of a business/office procedures diploma with one (1) year office experience;
- Accurate keyboarding skills with proficiency in MS Office, web browser, database use and ability to learn updated and/or new software quickly; knowledge of *theSIS* an asset
- Excellent interpersonal and communication skills, with tact and cultural sensitivity
- Ability to work in a team environment, and maintain good working relationships with other university employees
- Demonstrated general interest in students, and in meeting their academic needs
- Demonstrated ability to multi-task and work accurately and independently
- Familiarity with Canada student loan policies an asset
- Proficiency in a second language reflecting CBU's international student enrolment would be considered an asset.
- Good judgement skills and the ability to maintain confidentiality and privacy.