

## JOB DESCRIPTION

Position	Student Transition Officer		
Classification	Band 8 (Provisional)	Date	April 2018
Dept	Enrolment Services	Job Category	Stand Alone
Reporting To	Manager, Process Operations	Group	CUPE

In February 2016, an Enrolment Services (ES) Integration project team reviewed the delivery of services and programs affecting aspects of the student lifecycle from prospective student to graduate paving the way for engaged alumni. This position is a pilot aimed at addressing a service demand for advising, transfer credit assessment, and transitioning of students to the university experience. As the Enrolment Services integration moves forward some aspects of this position could change as we develop and expand our services to students.

### **PURPOSE: Enrolment Services Integration Project Scope:**

1. To ensure efficiency of services are looked at from the student perspective.
2. To ensure efficient response times to student inquiries with customer service focus.
3. To create a seamless transition for students in the areas from initial contact with the university, admission, advising, registration, financial, and student supports.
4. To ensure *TheSIS* is aligned with customer service model expected by students.
5. To implement a cultural shift within the campus to create a student-centred culture where proactive outreach to students occurs instead of being reactive.

Working within the Enrolment Services environment, and in collaboration with the Registrar's Office and Student Affairs teams, the Student Transition Officer will be responsible for the following:

- Transfer credit requests/assessment management.
- Development of transition tools, resources, services, and opportunities to support student transition to CBU.
- On-going review and improvement of processes and policies affecting student transition.
- Student advising and coordinating advising resources as required.

## **SPECIFIC RESPONSIBILITIES:**

As part of the Enrolment Management Team:

- conduct transfer credit assessments in a professional and timely manner;
- record results and communicate to students and in TheSIS as appropriate;
- maintain student records confidentially and professionally according to institutional policies and practices;
- liaise with the Student Development Officer-Academic Success Coach in identifying resources and materials as relates to the admissions/transfer process;
- keep current with all academic programs and policies;
- prepare advising plans for transfer students, corresponding and meeting with them (and possibly parents accompanying students) accordingly;
- participate in the development of the optimum process for student appreciative advising as it relates to transfer students;
- nurture and maintain a positive relationship with academic schools and support units;
- create student engagement programming appropriate for transfer students that emphasizes student growth and life skills development appropriate to transfer students and support a successful transfer to CBU;
- foster a culture of support for student-led initiatives;
- identify, establish, and maintain positive relationships with staff and faculty;
- participate in creating and developing strategies and tactics in support of the University's enrolment plans;
- make recommendations on continual improvement to service delivery in relation to student transition; and
- other job related duties, or projects, as assigned.

## **QUALIFICATIONS:**

- Baccalaureate degree required. Graduate degree an asset.
- Knowledge of admission procedures and requirements.
- Minimum of two (2) years' work experience in a post-secondary environment.
- Customer Service Mindset.
- Exceptional interpersonal, communication (verbal and written), problem-solving, analytical, and decision-making skills required.
- Ability to work independently and as an effective team player.
- Positive attitude.
- Experience and proficiency with technology tools, including Customer Relationship Management (CRM) systems, student information systems, social media, websites, and portals.
- Strong organizational and time management skills.
- Ability and willingness to work flexible days/hours.