

JOB DESCRIPTION

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| Position | Enrolment Services Professional | | |
| Classification | Band 8 (provisional) | Date | June 2016 |
| Dept | Enrolment Services | | |
| Reporting To | Manager, Enrolment Services | Group | CUPE Local 3131 |

This position requires an individual with initiative and flexibility to participate in the integration aimed at continual improvement in the provision of services to CBU students and participates in the development and implementation of an expanded student information system *theSIS*. The services provided by the Registrar's Office, student support services, student accounts, academic advising, transfer credit assessment, financial assistance (awards, scholarships, student aid), admissions and recruitment are under review through an Enrolment Services Integration Project.

Duties and assignments will be evolving and will require flexible work hours, including some weekends and evenings.

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 Professional will deliver customer service to prospective and current students, members of the University community and the public. The Enrolment Services Professional will also carry responsibility for recruitment of prospective students.

SPECIFIC RESPONSIBILITIES:

Participate fully in the student lifecycle with accountabilities in the following areas:

- Provide one-stop quality service to students, members of the University community, and public including parents and prospective students.
- Use professional judgement and discretionary authority to resolve problems and address concerns and issues related to admissions, registration, student accounts, student records and transcripts, tuition, exams, exchange programs, course planning (including advising on transfer credits), financial aid and scholarships.
- Explain and demonstrate the use of computerized information systems such as online registration system and student portal.
- Produce a range of documents required by students (letters of confirmation, transcripts, student loan documentation/verification, various reporting to external agencies, etc.).
- Participate in social media to ensure students are kept up-to-date on academic issues and events through various means of communications such as live-chat, twitter, facebook, and Enrolment Services web page.
- Participate in recruitment activities which will involve travel.

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 an undergraduate degree (CBU graduate preferred).
- Highly motivated, focused and results-orientated with the ability to meet expectations in a fast-paced and dynamic customer-service oriented environment.
- Minimum of two (2) years of related experience.
- Demonstrated excellent leadership and problem solving skills.
- Proficiency in a second language reflecting CBU's international student enrolment would be considered an asset.
- An understanding of the principles of appreciative advising.
- Enthusiasm for CBU and student retention.
- Initiative and flexibility to do the work that needs to be done.
- Willingness and aptitude to learn and apply academic and financial regulations.
- Adept in the use of social media.
- Excellent interpersonal and communication skills with tact and cultural sensitivity.
- Ability to work in a team environment and maintain good working relationships with other employees.
- Good judgement skills and the ability to maintain confidentiality and privacy.
- Familiarity with Canadian and provincial student loan policies is an asset.
- The nature of the position may require travel, both international and domestic and flexibility around working hours. A valid passport and driver's license is required with a clean abstract.