

Position Description

A. Information:

Position Title:	Admissions Assistant
Position #:	REGS98/93/82/81/73
Category:	Assistant, Registrar and Enrolment Services (all), CU830
Instruction/Support Area:	Admissions
Division/Department:	Registrar & Enrolment Services
Reports to:	Supervisor, Admissions
Positions Supervised:	None
Affiliation:	CUPE, Local 15 – VMCECW
Pay Grade:	18
Date Prepared:	April 28, 2018

B. Position Summary:

The Admissions Assistant provides support or assistance in the Admissions Processing unit and often is the initial point of contact for prospective and current students, internal staff, agents, or external stakeholders. This position provides exemplary customer service, clerical support, or data entry services in the provision of RES services to our students and clients. This position is typically the front-line, customer-facing or junior team member of a particular business unit, and works under the direction of senior team members in applying and adhering to College policies, procedures, and standards. The incumbent assists in changes to RES services, processes and projects.

C. Duties & Responsibilities:

1. **Provides superior customer service to prospective and current students, staff, and external parties (35%):**
 - a. Responds to general inquiries related to RES and other College policies and procedures. Refers to a superior for complex, or non-routine requests.
 - b. May perform cashiering duties according to established policy or procedures. (e.g. transcripts, application fees, etc).
 - c. Manages a high volume of work, prioritizing tasks and requests from various sources.
2. **Performs routine unit functions according to established procedures and methods (30%):**
 - a. Applies and adheres to College and RES policies, procedures, and processes, and standards. Refers to a superior for requests or discrepancies requiring judgement or discretion.
 - b. Receives, screens, verifies, and processes student/client requests.
 - c. Performs routine data entry functions in the student information system or other related system(s).
 - d. Utilizes a student information system or other system to verify, enter, access, retrieve, store, scan, and maintain information.

- e. Performs clerical duties within the RES office. May perform routine correspondence and maintains various records, lists, and documentation.
- f. Trains colleagues, as required.

3. Assists in the development of process that enhance a particular RES function, enhanced services, or projects within designated unit (20%):

- a. Works collaboratively with RES team and internal support services and external stakeholders assisting with business process redesign projects, enhancements or change initiatives.
- b. Provides input during design and implementation stages. May recommend changes to procedures or guidelines.
- c. Assists in executing change in conjunction with RES Supervisors, management, IT, and other support services. May participate in the development, deployment, troubleshooting, and ongoing maintenance of system upgrades.
- d. Maintains and updates the student information system for the designated unit or function.

4. Provides back-up to colleagues in similar positions in other RES units (5%).

5. Performs other related work as required or assigned (10%).

D. Organization Chart:

To be inserted

E. Qualifications Required:

Education & Experience:

- Grade 12 completion plus one (1) year post-secondary certificate in a related discipline.
- One (1) year of related experience in providing customer service and/or clerical support, preferably in an educational environment.
- An equivalent combination of experience and education may be considered.
- Experience with an integrated student record system (e.g. Banner) or similar computerized system, preferred.
- Working knowledge of post-secondary policy and procedures, programs and registrarial processes, preferred.
- Working knowledge of the BC post-secondary system, preferred.

Skills & Abilities:

- Excellent written and verbal communications skills.
- Excellent ability to pay attention to detail and enter data accurately.
- Excellent organizational skills and ability to set priorities when encountering conflicting demands.
- Demonstrated ability to provide excellent customer service, respond to enquiries and provide information, assistance and related services to the general public, faculty, staff, and students.
- Ability to work well under pressure, dealing with a constant flow of enquiries, requiring endurance and stamina and the need to stay focussed over prolonged periods of time.
- Ability to work with challenging or difficult situations.
- Ability to work independently and in a team environment.
- Ability to multitask and work with frequent interruptions, while adhering to strict deadlines.
- Ability to investigate and listen in order to solve problems and provide solutions.
- Excellent ability to maintain collegiality, team work and a respectful workplace environment
- Ability to foster effective communication and teamwork among employees, facilitating understanding of individual, team, and organizational goals

Position Title: Admissions Assistant

Position #: REGS98/93/82/81/73

Page 3

- Ability to ensure that all employee and customer interactions are respectful, service focused, and collegial
- Ability to support RES team in change management which may include enhancing activities that drive change in collaboration with the change team
- Ability to interpret and apply College, government, and departmental policies, procedures and guidelines.
- Ability to exercise judgement, tact and discretion.
- Ability to maintain confidentiality of records and information.
- Intermediate level in the use of standard computer applications including word processing (Word), spreadsheets (Excel), presentation (Power Point), and email.
- Ability to achieve a keyboarding speed of 40 wpm.

F. Supervisor's Approval:

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: _____ Date: _____
(Supervisor/Administrator of position)

G. Human Resources Approval:

Signature: _____ Date: _____
(Human Resources Consultant)

POSITION # REGS98/93/82/81/73