Position Description

A. Information:

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Transcript and Scanning Assistant</th>
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</thead>
<tbody>
<tr>
<td>Position #:</td>
<td>REGS79/95</td>
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<tr>
<td>Category:</td>
<td>Clerk Specialist (a)</td>
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<tr>
<td>Derived From:</td>
<td>Office Clerk (c)</td>
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<tr>
<td>Division/Department:</td>
<td>Registrar &amp; Enrolment Services</td>
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<tr>
<td>Reports to:</td>
<td>Supervisor, Records &amp; Registration</td>
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<tr>
<td>Positions Supervised:</td>
<td>None</td>
</tr>
<tr>
<td>Affiliation:</td>
<td>CUPE, Local 15 – VMECW</td>
</tr>
<tr>
<td>Pay Grade:</td>
<td>17</td>
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<tr>
<td>Date Prepared:</td>
<td>August 26, 2011</td>
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B. Position Summary:
Reporting to the Supervisor, Records & Registration, the Transcript and Scanning Assistant is responsible for receiving and processing requests for transcripts according to established policies and procedures. This position is also responsible for indexing, document imaging and archiving documents for Registrar & Enrolment Services, conforming to and organizing the retention schedule procedures. This position performs routine data entry of information, including entering, verifying and ensuring accuracy of student records, adhering to records management protocol. This position provides records for Freedom of Information and Protection of Privacy (FOIPOP) requests and produces individualized confirmation of enrolment letters for students. This position also acts as a back up to the Registration Helpline and Front Counter Services in the Registrar & Enrolment Services division.

C. Duties & Responsibilities

1. Processes requests for transcripts according to established policies and procedures (30%):
   - Responds to general inquiries from students regarding transcripts, status of requests, cost of transcripts, etc.
   - Prepares, verifies and produces official transcripts, ensuring that no tuition or Library holds exist. For requests that cannot be processed, a standard letter is sent to the student advising them of the reason and what action needs to take place prior to release of a transcript.
   - Resolves non-routine inquiries through investigation of the problem using Banner screens, microfiche records, or contacting other departments or institutes.
   - Liaises with other institutions and lawyer’s offices to ensure required records are sent according to College policies and practices.
   - Receives and processes cash, cheque, and credit card payments for transcripts that are completed in-person, on-line, phone, fax, mail or e-mail. Reconciles daily cash/payments against receipts and prepares reconciliation reports.
   - Organizes requests by priority of when the transcript needs to be completed (i.e. 24 hour rush orders, process now or following exams).
   - Follows established processes involved in the electronic data interchange (EDI) of student transcripts to participating institutions. Liaises with Information & Educational Technology Services (I.E.T.S.) personnel to resolve problems.
   - Responds to inquiries by telephone or letter from receiving institutions regarding transcripts including academic standing, transcript problems, and unclear or irregular transcript requests.
   - Maintains a current knowledge of the Registrar & Enrolment Services policies and procedures.
2. Provides indexing, document imaging, retrieval, and retention support to the Registrar & Enrolment Services (30%):

- Indexes and scans documentation to support a student application or student record (i.e. student transcripts, official name change requests, TOEFL results, change in citizenship status, grade changes and appeals) under tight deadlines from external units.
- Updates student documents in Banner Document Management Suite.
- Organizes, processes, archives and purges records as outlined in the retention schedule for the Registrar and Enrolment Services.
- Responds to external FOIPOP requests by forwarding records to Records and Information Management Services, according to internal FOIPOP policy and procedures.
- Maintains a current knowledge of Records Management and Retention policies and procedures.

3. Provides back-up for Front Counter services during busy periods, vacation/sick coverage, etc, as required (15%):

- Responds to general inquiries in person and by telephone, related to registration, student records, and College policies and procedures.
- Often must ascertain the type of service being sought and may refer students to other College services including Financial Aid, Counselling, etc. and/or community agencies as appropriate.
- As the first level of student contact, attempts to resolve non-routine inquiries through investigation of the problem with the student and through the use of the Banner system and other available resources.
- Provides, verifies and completes information on a variety of student forms, ensuring information provided is correct.
- Inputs, accesses and retrieves on-line student information.
- Receives and processes cash, cheque, debit and credit card payments for information requests such as application fees, and transcripts.
- Reconciles daily cash/payments against receipts and prepares bank deposits and reconciliation reports at the end of the day.
- Receives, opens, sorts and processes incoming mail to the Registrar & Enrolment Services Division. Ensures that addresses from returned mail are inactivated.
- Validates information and fees for student applications.
- Where knowledge is limited, refers inquiries to other staff.
- Respond to “Contact Us” web inquiries.
- Respond to 'Hunt-group' telephone enquiries.

4. Provides regular back-up for Registration Helpline (10%):

- Responds to a high volume and wide variety of telephone and in-person inquiries from students and the general public regarding applications, admissions, web registration, changes to registration, transcripts, appeals, transfer credits, international education, etc.
- Determines the type of service needed and refer applicants to the appropriate department such as the Registrar and Enrolment Services, Counselling, Financial Aid, Program, etc.
- Responds to inquiries from students and the general public regarding College policies and practices.
- Maintains current knowledge of College admissions and student records and registration policies, rules and regulations.
- Maintains current knowledge of programs, courses and student services offered at Langara College.
- Assists students in diagnosing and troubleshooting registration problems.
- Navigates with speed and accuracy through the College registration website.

5. Performs routine data entry according to established policies and procedures (5%):

- Performs data entry with a high level of accuracy and speed.
- Accesses and retrieves on-line student information into the Banner system, and verifies the accuracy of student information.
- Responsible for assigning student numbers to new students using the Banner system.
- Assists staff in other areas of the Registrar & Enrolment Services division with data entry.
6. **Processes in-depth confirmation of enrolment letters (5%)**:
   - Provides individualized confirmation of enrolment letters for students where the standard online download will not suffice, confirming registration and payment information.
   - Reviews students transcripts, registration and payment history.
   - Responds to general inquiries from students regarding requests for individualized confirmation of enrolment letters.

7. **Performs other related duties or projects, as required (5%)**:
   - Order office supplies for stock room.

**D. Organizational Chart**:

![Organizational Chart Diagram]

**E. Qualifications Required**

**Education & Experience**
- Grade 12 plus up to one year of post secondary education in Office Administration, Communication, Business, Records Management or other related areas.
- One (1) year of recent customer service experience, preferably in a Registrar & Enrolment Services division.
- Records management and retention experience an asset.
- Previous experience working with document imaging systems an asset (e.g., Banner Document Management Suite).
- Working knowledge of privacy related policy and procedures desirable.

**Skills & Abilities**
- Demonstrated high degree of proficiency in English and the ability to effectively communicate tactfully (both orally and in writing) with others.
- Excellent indexing, sorting, and organizational skills.
- Ability to meet and effectively deal with and provide information, assistance and related services to the public, faculty, staff and students in a pleasant and helpful manner.
- Ability to evaluate student transcripts and/or records, and their retention cycle.
- Ability to maintain concentration and accuracy.
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- Excellent attention to detail and problem solving skills.
- Ability to work to deadlines and set priorities.
- Ability to maintain confidentiality of records and information.
- Ability to work well under pressure.
- Ability to process cash, cheques, credit card, etc. accurately.
- Ability to use a transcript printer, cash register, interact machine, and scanner.
- Ability to remain calm during periods of stressful high volume and to meet deadlines as required.
- Ability to stay focused over prolonged periods of time.
- Ability to effectively organize and prioritize workload.
- Ability to deal with difficult situations/people.
- Ability to work independently and as a member of a team.
- Ability to use mature judgment.
- Basic word processing skills (45 wpm).
- Proficiency in computer skills including basic word processing (MS Word), spreadsheet (Excel), and familiarity with an integrated computer system (i.e. Banner).

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. Incumbent Signature:

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

Signature: _______________________________ Date:________________________
(Incumbent)

H. Human Resources Approval:

Signature: _______________________________ Date:________________________
(Human Resources Consultant)

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