

## **JOB DESCRIPTION**

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**Dept:** Faculty of Trades & Technology

**Working Title:** Student Enrolment Officer, Faculty of Trades & Technology (663)

**Date:** June 2015

**Job Class:** 7

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### **PRIMARY FUNCTION:**

The front-line Student Enrolment Officer is the initial contact for internal and external stakeholders on Kwantlen Polytechnic University programs. This position is responsible for providing advice and information and student support services while maintaining a high level of customer service to uphold the student experience and stakeholder expectations. This position makes independent decisions to confirm or refuse registration to professional trades programs based on established registration prerequisites, process applications and performs various administrative functions and financial transactions.

### **JOB DUTIES AND TASKS:**

#### **1. Advise and provide support to interested parties regarding institutional programs, admissions, registration, counseling, educational advising, financial assistance and other student services:**

- a. Assess the needs of clients to determine service requirements such as apprentice support, educational advising, counseling, educational advising, financial assistance and other student services.
- b. Respond to external and internal inquiries regarding KPU's programs, prerequisites, procedures, policies, and services.
- c. Respond to students in crisis, secure immediate assistance and re-direct to appropriate resource area.
- e. Provide advice and assist students with understanding admissions and registration procedures and policies.
- f. Receive applications and supporting documentation related to general admissions, both international and domestic, and registration; taking corrective action as required to ensure applications can be processed. Distribute to appropriate department/area for processing.
- g. Assist applicants with completion of internal and external forms and documentation.
- h. Assist students with on-line and paper applications, payments and changes to personal information.
- i. Advise applicants of admissions deficiencies utilizing published student record information.
- k. Receive, assess and distribute documentation for processing such as student appeals, transfer credit evaluation requests and requests for special approvals.
- l. Receive, distribute, process and assess requests for, and respond to, inquiries regarding confirmation of enrolment letters, scholarships and awards, government loan programs, pension and trust documents; redirect to appropriate Student Services department as required.
- m. Maintain and update documentation log.
- n. Maintain on-going communications with relevant department/area for accurate responses to applicant and student enquiries.
- o. Remain current on issues relating to the University's front-line policies, procedures and responsibilities; attend and participate in professional development activities delivered by Student Enrolment Services as required.
- p. Maintain and secure a confidential applicant and student record system.

#### **2. Perform financial transactions:**

- a. Investigate and respond to inquiries regarding student assessed fees and/or accounts.
- b. Forward complex financial queries to the appropriate Student Enrolment Service department.
- c. Process payments and issue receipts for program tuition fees, other materials and service charges, provide receipts.
- d. Prepare bank deposits, and daily debit/credit/non-cash payment summaries including verifying, balancing, securing monies financial documentation received distribute to Student Services for analysis and financial records requirements.

- f. Process non-cash payments or deposits and allocate funds to appropriate accounts.

**3. Perform administrative functions in support of front-line and professional program activities within the Office of the Dean:**

- a. Monitor and respond to divisional program enquiries received through various modes; including the apprentice services phone and email.
- b. Liaise with faculty and staff regarding interview availability for prospective student within the Faculty. Coordinate and schedule interviews utilizing electronic calendars.
- c. Schedule appointments for students requiring vocational admissions testing or educational advising.
- d. Coordinate student hearing test arrangements with external agencies and program faculty; distribute reports to appropriate internal contacts.
- e. Monitor and initiate professional program schedules and CRN generation.
- f. Assist apprentice and profession program applicants with the completion of electronic and hard copy registration application forms to programs within the Faculty.
- g. Process apprentice and professional program applications upon receipt to initiate student record creation.
- h. Make independent decisions to confirm or refuse professional trade program applicant registration based on established prerequisites, University guidelines, and enrolment numbers. Forward unusual circumstances to supervisor for decision as appropriate.
- i. Administer professional program and waitlist inquiries from application to registration by monitoring and organizing applications. Track and follow up with each applicant as necessary. Process and monitor each professional program application to ensure full registration payment is received within stipulated guidelines.
- j. Liaise with internal and external contacts/industry to coordinate registration and sponsorship documentation of professional program applicants;
- k. Identify anomalies in professional program registration, under minimal direction troubleshoot and resolve issues with external employers or sponsors and students. Continually monitor processes and recommend changes to improve workflow and activity.
  - l. Receive debit and credit payments and issue receipts for auto service vehicle repairs. Complete reconciliation of records to ensure accuracy, resolve errors.
  - m. Prepare various documents, letters, forms, templates and certificates for signature.
  - n. Prepare and distribute applicant and enrolment statistics for programs in the Faculty.
  - o. Record grades for industry services program such as welder testing into student records; forward professional credentialing documentation.
  - p. Monitor, order and maintain stock of university brochures, forms, informational material and stationary.
  - q. Distribute requests for admissions materials such as brochures, forms, calendars and information packages.
  - r. Maintain the public information notice board(s).
  - s. Develop content and maintain program websites materials; update information to ensure alignment with university publications; bring forward inaccuracies and ensure resolution.
  - t. Liaise with Program Progression Officer to support set up and development of various forms of social media (e.g. twitter, facebook, youtube,) and communications for program promotion.
  - u. Develop content and maintain divisional Sharepoint site; research and create methods to meet divisional requirements as an effective resource tool; provide training opportunities to faculty and staff.

**4. Related duties and administration in support of the Office of Dean:**

- a. Sign for receipt of goods and services
- b. Post signage and distribute as required.
- c. Assist with the planning and coordination of special events or meetings as required, including requests for catering, room rental and audio-visual needs. Attend and participate as required.
- d. Assist with reviewing front-line procedures within the Office of the Dean and recommend changes as required.
- e. Operate, troubleshoot and arrange for servicing and/or repairs of various office equipment such as computers and photocopiers.
- f. Maintain and order forms, supplies, materials and equipment.
- g. Arrange, receive and sign for courier shipments and notify recipient.
- h. Open, collect, sort and distribute incoming and outgoing departmental mail and faxes.
- i. Maintain department paper and electronic files and filing systems and initiate the archiving and storage of historical materials as appropriate and in accordance with FOIPOP regulations.
- j. Attend and participate in community events as required.
- k. Participation in orientation and training of others as required.
- l. Perform various administrative support functions in support of the Office of the Dean.
- m. Perform other related duties as required.

<p><b>SUPERVISION RECEIVED:</b> Reports to the Divisional Coordinator, Faculty of Trades and Technology</p>
<p><b>SUPERVISION/DIRECTION EXERCISED:</b> Assist with providing orientation to new and auxiliary employees as required.</p>
<p><b>PHYSICAL ASSETS/INFORMATION MANAGEMENT:</b> Set-up and maintain student files and update student information on a computer database. Maintains both paper and electronic files systems for the division, secure files and confidential information. Operate and troubleshoot various office equipment such as computer, and photocopier. Makes independent decisions to confirm or refuse profession program applicants based on established registration prerequisites, University guidelines, and enrolment numbers; resolves anomalies with minimal guidance/supervision</p>
<p><b>FINANCIAL RESOURCES:</b> Process and receive payments and fees, prepare bank deposit and reconcile daily summaries; utilize purchase card or standing accounts to purchase office supplies. Follow up and review professional program applicant to ensure full registration payment is received within stipulated guidelines.</p>
<p><i>The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.</i></p>

**EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

1. A minimum of two years of post-secondary education combined with a minimum of one year related office experience.
2. Demonstrated exceptional customer service skills, including the ability to communicate patiently and effectively with a diverse range of people and situations.
3. Demonstrated ability to handle confidential information appropriately.
4. Demonstrated experience in daily cashiering functions, including reconciliations and knowledge of basic math.
5. Aptitude for exacting and precise work, including records management.
6. Proficiency with Student Banner or similar student/client records-based system at an intermediate level.
7. Demonstrated knowledge of University programs and courses and demonstrated ability to keep up to date with credit, non-credit and continuing education University offerings, University and program admissions and registration policies, tuition fees, timetable changes, class cancellations, etc.
8. Aptitude for exacting and precise work, including records management.
9. Demonstrated competence in and internet, web browser and website maintenance.
10. Demonstrated skills in composing, editing and proofreading materials. Knowledge and familiarity with professional trade programs/registration processes and apprenticeship programs/documentation is required.
11. Demonstrated beginner level of competency with Microsoft Office Suite.
12. Minimum of 40WPM keyboarding skills with a high degree of accuracy.
13. Demonstrated knowledge of routine office systems and procedures for reference filing systems and records keeping.
14. Demonstrated ability to use e-mail and voicemail systems.
15. Proven ability to work both independently and as a team member.
16. Ability to work independently, exercise good judgment, and demonstrate initiative.
17. Full command of the English language, both verbal and written.
18. Ability to travel to other campuses.

KSA: Revised March 2015

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