

Support Job Position Description

Section I: Position information

Effective date	2024-04-01	☒ Update only	☐ Classification review
Position title	Intermediate Enrolment Services Administrator		
Position number	998616, 998766, 998835, 999498, 999537, 999625		
Classification level	R2		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual with Place Based		
Department	Office of the Registrar		
Reports to	Coordinator, Enrolment Services & Academic Records (999950)		

Position summary

Briefly describe the main purpose(s) of the position.

Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar, the incumbent will provide efficient and effective service to AU learners (including Collaborative related), AU staff and external partners while ensuring the integrity of the processes related to Enrolment Services. The incumbent will efficiently assess and process undergraduate general applications, prepare all incoming documents for evaluation purposes, course registrations, extensions, and course withdrawals. The incumbent will effectively address all incoming correspondence, telephone, e-mail, or walk in inquiries to the Enrolment Services Unit, Office of the Registrar in accordance with university policy. The incumbent will also resolve client inquiries that are within policies and procedures related to Enrolment Services, and serve as a resource person in regards to Enrolment Services related services and policies for the Office of the Registrar and the University community.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Processes incoming Undergraduate General Applications for non-program and program. Ensures that all necessary documentation is submitted for processing and enters/updates information into the Banner SIS.
- Process and collate incoming external transcripts and other documents required for preparation of Transfer Credit Evaluation.
- Convert and upload incoming documents to PDF's for validating in Ephesoft.
- Edit documents on Alfresco when necessary.
- Registers students in the courses and delivery mode of choice (including collaborative).
- Processes course extension requests including credit card payments.
- Processes withdrawal requests.
- Ensures all documents pertaining to the invoicing and billing of sponsored students are submitted to Financial Services in a timely and effective manner.

- Answers and addresses all incoming calls, email and mail for the Office of the Registrar, Enrolment Services Unit and provides information to the clients in relation to university procedures and policies.
- Reads and follows the policies and procedures guiding Admissions and Registrations.
- Answers general inquiries from students and collaborative partners regarding Office of the Registrar policy and procedure.
- Refers student problems, concerns or queries related to the procedures of the Office of the Registrar to the appropriate individual, as necessary.
- Performs and assists with various processes and functions within the Office of the Registrar.
- Identifies and assists with situations which do not conform to established procedures, policies, and processes.
- Provides backup to the Academic Records area as required.
- Other duties assigned by the Assistant Coordinator, Coordinator or Associate Registrar.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

- A significant number of complex decisions, covering a diversity of areas are required, regarding the treatment of data in accordance with the complex guidelines and procedures of the Office of the Registrar. A high degree of confidentiality is required in all aspects of this position.
- The position will involve processes that are repetitive but involved. They require the assessment of complicated data through interpretation of that data and information obtained through student contact.
- Knowledge of all Office of the Registrar policies and procedures is required. An understanding of other University departments is also essential in dealing with student client inquiries.
- The quality of service in handling queries is extremely important to the effectiveness of the Department, the satisfaction of our students and the image of Athabasca University. Errors can substantially impact the image of the University.
- It is necessary to be able to identify problem situations and, correct them, recommend alternatives, or relay the precise nature of the problem to the appropriate unit within the Office of the Registrar or other University Departments.

- A sound knowledge and understanding of the Banner student information system. Knowledge of how this system relates to Financial Services, Tutorial and Learning Services, Materials Management (CMIS) and OROS systems is essential.
- High volume of queries directly answered, and some problems directly resolved.
- A high degree of organization is demanded in the performance of diverse tasks and will often have to be performed under time constraints.
- Must be able to deal with difficult clients in a professional manner, as the incumbent will frequently be the first-person students have contact with in the Office of the Registrar and often the University.
- A high tolerance of disruption, exceptional job pressure, ability to manage time and the capability to recognize and set priorities is required due to continually changing procedures, increasing volumes of students and the unpredictability of student generated problems.

Work problems

- The functions of the Office of the Registrar are complex and changes in policies, practices and procedures contribute to the complexity. There are a variety of differing situations, which must be considered in the resolving or referring of student difficulties.
- Given the various situations encountered when handling queries, a thorough knowledge of the many functions and procedures of the Office of the Registrar is required as well as knowledge of the other University policies.
- Knowledge of the Freedom of Information and Protection of Privacy Act and the university Policy on Confidentiality is essential in determining what information can or cannot be released. A variety of requests from a variety of clients are frequently encountered.
- The ability to deal with a variety of telephone and email queries in a composed and professional manner.

Authority

Following general guidelines and working under minimal supervision, there is the need for sound judgement and decision-making abilities in interpreting and communicating information about services, policies, and procedures in the Office of the Registrar. The accuracy and tone of communication is significant in building rapport and confidence.

Contacts and communications

- Extensive and comprehensive contact by telephone, in-person, mail, e-mail and FAX with students, prospective students, and the public.
- Daily contact by telephone, mail, e-mail, and fax with academic, professional, support and tutorial staff from various departments of the University.
- Frequent contact with related external institutions, agencies, and associations.
- Poor communication could have a significant detrimental impact on the office and the university.

Confidentiality

The incumbent will have access to extreme confidential material in performing his/her duties and responsibilities. The incumbent is required to uphold the utmost degree of confidentiality and to confirm to the regulations and guidelines as outlined in **The Athabasca University Policy Regarding the collection, dissemination, and Confidentiality of Information Regarding Athabasca University Students** (as amended from time to time). Failure to comply with this policy may result in disciplinary action up to and including discharge.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Grade XII education supplemented with 3 years of increasingly responsible clerical experience in an educational environment, preferably in a Registrar's Office. An equivalent combination of education and experience will be considered. Staff that has ladder upwards through the Junior Enrolment Services Assistant position may also be considered for the Intermediate Enrolment Services Assistant position.
- Extensive knowledge of the AU calendar, policies, and procedures.
- Excellent interpersonal, communication, organizational and time management skills.
- Thorough investigative and problem-solving skills.
- Ability to work independently with minimal supervision.
- Working knowledge of data entry and retrieval operations in a computerized information system.
- Ability to work effectively under pressure and set own priorities.
- Ability to differentiate between information, advising and counselling. (Must be able to assess client's situation and own ability to deal with it.)
- Ability to use email.
- An incumbent in this position may complete a laddering and training plan to move into a Senior Enrolment Services position.

Signatures for sections I and II

Department Head signature		Date Select a date.
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Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.