

Support Position Description

Section I Position Information	Update Only <input type="checkbox"/> Classification Review <input type="checkbox"/>
Position Title	Student Recruitment Assistant
Position #	
Department	Information Centre
Classification Level	R2
Reports to	Information Centre
Effective Date	April 1, 2017
Position Summary Briefly describe the main purpose(s) of the position	<p>This position provides support for response to queries from prospective students received through the Information Centre and backup support for the Recruitment team.</p> <p>The incumbent will be expected to communicate the AU mandate and provide general information to prospective students regarding key selling features, AU course and program options, and resources and services provided by AU faculties and departments.</p> <p>The incumbent will demonstrate a commitment to service quality and efficiency and communicate relevant information that would support an informed enrolment decision following identification and/or clarification of a student's unique learning goal(s).</p> <p>This position involves working in a team-oriented setting that requires coordination and sharing of information using Customer Relationship Management (CRM) software.</p>

<p>Duties and Responsibilities</p> <p>Organize by key responsibility area and include % of time spent where possible</p>	<p><u>Student Support (70%)</u></p> <ul style="list-style-type: none"> • Respond directly to student inquiries via telephone, email, and chat assisting team members in the Information Centre during peak service periods. • Provide support to the Recruitment team in responding to queries received from prospective students through coordinated campaigns. • Provide general information about AU undergraduate course and programs. • Assist prospective students with undergraduate admission and registration policy and procedures. • Provide general information on transfer credit and PLAR options. • Refer students appropriately to Program Advisors, Student Support Centres, and other university departments. • Refer students/prospective students to self-service options including askAU, FAQ's, websites, and other online resources. • Refer students for career, educational or personal counseling where deemed appropriate. • Provide accurate information and appropriate referrals for financial assistance requests. <p><u>Documentation and service tracking (15%)</u></p> <ul style="list-style-type: none"> • Creates new contact records when responding to queries received from prospective students • In compliance with FOIPP legislation and following best practices within the SRM enterprise system, documents succinct records to support quality and efficient service. <p><u>Service improvement (10%)</u></p> <ul style="list-style-type: none"> • Engages in and contributes to department staff training, workshops, and coaching sessions to support a focus on service quality and continuous improvement. <p><u>Administrative Support (15%)</u></p> <ul style="list-style-type: none"> • Other duties as assigned
<p>Occupational Health and Safety</p>	<p>Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.</p>

Classification Factors

Context and Complexity

Policies and Procedures

- Full awareness of the AU mission with ability to champion our open mandate to prospective students
- Policies related to student application and enrolment, workplace processes and other issues must be understood and applied within context
- Able to maintain confidentiality, navigate sensitive issues and comply with FOIPP requirements

AU Referral Network

- Comprehensive knowledge of AU Faculties and departments making appropriate referrals to these areas as needed.

Student History & Analysis

- Thorough, up to date knowledge of undergraduate programs and courses and familiarity with graduate programs.
- Detailed knowledge of and ability to access information within AU systems such as Banner and SRM.
- Must be able to obtain, assess, review and verify all information related to a student's service history, admission and course registration status.
- Must maintain a high degree of accuracy in gathering and recording student information.

Support for integrated service channels

- Continuous adjustment to changes in workflow across service channels (phone, email, and chat)
- Must be able to adjust to changing work assignments, especially during peak service periods.
- Must have excellent communication, time management and interpersonal skills, as well as the ability to deal with complex situations.
- Must demonstrate diplomacy and tact in all interactions, especially with students, faculty, and staff.

Work Problems	<ul style="list-style-type: none"> • Must be able to recognize and/or clarify the unique learning goal(s) of each prospective student • Must be able to navigate complex situations that come across at times as stressful or difficult. • Must demonstrate flexibility with student queries being received through multiple service channels adjusting work priorities based on service demand. • Must have good problem-solving skills, and knowledge when to act independently or seek assistance from other staff. • Must demonstrate accuracy and currency in maintaining student records. • Must embrace change and assist the department with transition when new systems, business practices and policies are developed • Understand the implications of and avoidance of errors regarding student records and advice. • Maintain excellent service and professionalism at all times • Adherence to FOIPP requirements at all times
Authority	<ul style="list-style-type: none"> • Ability to follow general guidelines and work under minimum supervision, seeking direction when required. • Ability to recognize and anticipate student needs • Ability to apply sound judgement when making appropriate referrals to other AU staff or departments, escalating cases only when necessary
Contacts and Communication	<ul style="list-style-type: none"> • Above average oral and written communication skills. • Ability to respond to queries in written form with appropriate use of templates and tools and focus on consistency in style, content, and tone. • Interaction with university students, staff, academics, and management requiring discretion, professionalism, and positive disposition. • Contact with confidential material that requires handling under FOIPP guidelines and policies. • Active listening skills to determine each student's unique situation, information required, and solution to related issues

Signatures for Section I

Incumbent's Signature _____

Date _____

Supervisor's Signature _____

Date _____

Section II Qualifications

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

- Completion of an accredited university or college program and a minimum of one year experience in a customer service, information, or help desk environment. Equivalent education and experience or a combination of these may be considered.
- Demonstrated written and oral communication skills in keeping with department standards for quality assurance; professional demeanor; and the ability to respond to student queries confidently, knowledgeably, and empathetically.
- Understanding of post-secondary environment and familiarity with distance education challenges and benefits.
- Excellent interpersonal, communication, organizational and time management skills.
- Above average technical skills; experience with university systems will be considered an asset.
- The ability to work as part of a team and facilitate student learning goals.
- The ability to work independently, self-motivated and focused with excellent time management skills
- Commitment to gain and apply comprehensive knowledge of university organizational structure, operations, services, regulations, policies and procedures to assist in addressing student queries.
- Commitment to lifelong learning and value for continuous improvement demonstrated through previous work experience.

Signatures for Sections I and II

Department Head Signature _____ Date _____

Executive Officer Signature _____ Date _____

Human Resources Review _____ Date _____