#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Enrolment Services Associate

**Job Number:** A-301 | VIP: 1243

**Band:** OPSEU- 6

**Department:** Enrolment Services

**Supervisor Title:** Associate Registrar & Director, Service Delivery and Student Financial Support

**Last Reviewed:**  May 25, 2022

#### **Job Purpose:**

The scope of responsibility follows the lifecycle of a Trent student, from acceptance to graduation and beyond. Reporting to the Associate Registrar & Director, Service Delivery and Student Financial Support, the Enrolment Services Associate supports student success and retention through excellence in service delivery.

The Enrolment Services Associate is the first point of contact for Enrolment Services and provides effective, efficient, friendly, and reliable service to all clients. The Enrolment Services Associate will respond to inquiries and carry out tasks as requested by students, members of the university community, and the public to provide quality service in all areas of Enrolment Services, directing clients to other areas when appropriate. The Enrolment Services Associate will hold knowledge in all areas of Enrolment Services and be the key contact for clients in the areas of OSAP, scholarships, bursaries, major declarations, registrations, confirmations of enrolment, transcripts, letters of permission, and applications to graduate. The Enrolment Services Associate must exercise excellent interpersonal and communication skills to deal with varied and complex inquiries.

#### Key Activities:

##### Office Administration

* Manages the service counter for the Office of the Registrar, which includes Records, Scheduling and Financial Aid. Field and respond accurately and with clarity in a timely manner to all Enrolment Services inquiries from faculty, staff, students, alumni, parents, and the general public, acting as an effective spokesperson for the department.
* Triage the nature and complexity of inquiries to determine the most appropriate actions, assisting where possible with a view to ensuring maximum office efficiency and client satisfaction. Where necessary, refer difficult situations to appropriate coordinator, team lead, or manager.
* Manage high volume email accounts and phone lines. Log and track service requests to provide metrics for assessment.
* Protect and maintain the security of confidential documents through identification verifications, secure document storage and document release verification procedures in accordance with university policy and privacy legislation.
* Liaise with Academic departments, Dean’s Office, Student Accounts, etc regarding procedural matters, waivers, exceptions to prerequisites, etc.
* Ensures timely release of confidential documents (transcripts, verification of enrolment, graduate confirmations and other) through monitoring and maintaining inventory of inks, parchments, documents and supporting materials.
* Monitors departmental website and advises if updates are necessary.
* Keep informed of all relevant rules, regulations, and policies for all areas of Enrolment Services to respond to inquiries and direct students to appropriate resources.
* Field, direct, and deliver where possible requests for information by external organizations, such as lawyers, ensuring accuracy of information and adherence to all internal and external policies.
* Assist students with a variety of processes and navigation through Trent University and related programs.
* Assist with recruitment and retention by participating in internal and external events.
* Determine and deliver on opportunities to improve operational efficiencies.
* Responsible for documenting all processes and procedures related to the Enrolment Services Associate role.
* Maintain a general understanding of all university departments and key stakeholders.
* Flexible work schedule, including evenings and weekends.
* Other duties as assigned.

##### Records & Registration

* Maintains and sets up user Alumni accounts ensuring proper security controls, systems access, and support for users.
* Prepare official documentation related to student enrolment, including Verification of Enrolment, Official Transcripts, Graduate confirmations, and various one-off letters.
* Advise students on a variety of Registrar processes, including registration changes, change of major, applications to graduate, request to withdraw, and the Letter of Permission process.
* Process legal name changes and update other profile information.
* Complete program changes, course (de)registrations, section changes, waitlist registrations and other.
* Receive and process legal requests for student information, inclusive of receipt of letters/emails, confirming and processing payments, tracking request status, preparing and releasing records (in accordance with university procedure and privacy legislation) and maintaining record of all communications.
* Troubleshoot registration issues for students and escalate, as necessary.
Maintain strong working knowledge of internal and external systems inclusive of Colleague, Iris, OUAC, OneKey, TopDesk, Request Tracker and myTrent.
* Ensure accuracy of billing and fees for services provided by Enrolment Services, applying charge to student account for manual requests.
* Maintain and ensure completeness of all Enrolment Services files, including all academic and financial files, and plan and enact migration process through the file’s life cycle.
* Assist with data entry for internal and external Enrolment Service reporting.
* Assist with all aspects of convocation related to Enrolment Services.
* Assist with maintenance of all Enrolment Services records.
* Assist with processing of all Enrolment Services functions to ensure student records are current and accurate.
* Assist with development and delivery of all Enrolment Services communications.

##### OSAP/Financial Aid

* Intake of all documentation and paperwork (mail, electronic, in-person) ensuring completeness, including evaluation and approval or denial of Interest-Free status; approval or denial of signature pages, for both parents and students in the One-Key system.
* Advise and update students on next steps for funding programs, missing documentation, status of applications, fund approvals, release and disbursements. Assist students with evaluating possible changes in OSAP eligibility and advise of reporting requirements.
* Advise students and applicants of OSAP application processes, programs, requirements, dates and deadlines. Advise on Summer OSAP extension requirements, deadlines and documentation.
* Maintain high degree of knowledge on bursary programs, scholarship programs, out of province/country financial assistance programs; including requirements, dates, deadlines and resource materials.
* Update profiles, academic programs, enter missing information and reset passwords as needed.
* Interpret and verify Release of Information for student records when dealing with inquiries.
* Answer inquiries related to the TWSP and assist students with evaluating eligibility for TWSP positions.
* Maintain strong working relationships between Financial Aid, Student Accounts and Student Accessibility Services.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* Two years’ experience working with a wide variety of stakeholders in a fast-paced, customer focused environment.
* Experience and proficiency with an automated information system. Colleague experience is considered an asset.
* Experience and proficiency with financial or funding programs.
* Demonstrated excellent interpersonal, communication and customer service skills required. Must possess a diversity of interpersonal skills to deal with the wide range of student perspectives.
* Demonstrated ability to work independently and as a member of a team required.
* Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
* Ability to work accurately in stressful conditions within tight deadlines required.
* Strong desire to be part of a collaborative, team-centered environment which emphasizes creativity, reliability, and out-of-the box thinking.
* Ability to adapt to changing situations, work under pressure, and with frequent interruptions in a high-volume environment.
* Basic accounting/bookkeeping knowledge.
* Demonstrated ability to maintain a supportive, calm, patient, and service-oriented demeanor when dealing with upset or challenging students/clients.
* Proven ability to exercise sound judgment, tact, discretion, and diplomacy.