**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Graduate Studies Records and Registration Officer

**Job Number:** A-173

**NOC:** 1221

**Band:** 9

**Department:** School of Graduate Studies

**Supervisor Title:** Manager, Office of the Dean of Graduate Studies

**Last Reviewed:** February 26, 2019

**Job Purpose**

The Graduate Studies Records & Registration Officer is responsible for coordinating all activities related to graduate student academic records and registration, determining eligibility for and conferral of academic credentials. The incumbent will operate with minimal registrarial supervision and latitude for independent judgement.

**Key Activities**

**RECORDS AND REGISTRATION**

1. Responsible for the integrity and maintenance of hard and/or electronic graduate student academic records. Responsible for timely, efficient and accurate collection, assessment, distribution and storage of graduate student academic record information as mandated by University policies. Coordinates the disposal of records as mandated by University Policy.
2. Acts as consultant for Colleague Student and student records issues for all graduate departments and campuses. Administers the system, investigates processes, queries data and train end users.
3. Ensures the integrity of student enrolment information required to support quality assurance requirements and official government reporting by using diagnostic reports and working with graduate academic areas to reconcile registration data.
4. Develops and implement systems and procedures which improve services to Graduate Studies and contributes to the goals and strategic objectives.
5. Maintains the University graduate student information system. Liaises with IT to develop and/or revise systems and resolve system errors.
6. Advises graduate students in their understanding of academic regulations, policies and requirements.
7. Recognizes situations when students are experiencing significant personal or academic issues and provides appropriate advice and referrals as necessary.
8. Provides informed recommendations to the Graduate Dean, Registrar’s Office, Graduate Departments (Directors) regarding student academic issues.
9. Researches, analyzes and resolves graduate student issues as related to their academic record.
10. Conducts registration and financial reviews of student accounts. Applies refunds and adjustments to student accounts based on financial audits as required.
11. Coordinates all individual exceptions to student records. Communicates with academic departments as required to ensure all pertinent information is received and recorded on student records.
12. Contributes and coordinates the compilation and distribution of School of Graduate Studies orientation packages, ensuring information is accurate and current.
13. Takes the lead role in Orientation programming on campus for graduate students. Ensures that all graduate level grades are submitted and posted to the student record in a timely and accurate manner. Monitors incomplete grades, grade appeals and grade changes and notifies Dean and/or Graduate Program Directors of outstanding concerns.
14. Responsible for the collection and accuracy of all graduate courses in the student information system. Ensures the course repository is maintained and that the graduate timetable and calendar is accurate as per academic regulations.
15. Ensures timely processing and communication of changes to student status (full time, part time, leave of absences, time limit extensions, withdrawals, conversions, and degree completion) and monitors status.
16. Assists the Graduate Admissions Officer on overseeing technical aspects of admissions processes and procedures, including, but not limited to application data imports (OUAC), and setup of admission rules.
17. Identifies and proposes stream lining of processes related to admission and records practices.
18. Acts as a liaison with internal departments such as TIP, Registrar’s Office, Financial Services, Financial Aid, Traill College, Student Services, IT, Dean of Arts and Science office, Human Resources, Bata Library, Science Facilities, student groups etc. on matters directly related to this position.
19. Provides ongoing support to the graduate programs. Identifies knowledge gaps related to area of responsibility. Provides training to administrative staff as required.
20. Develops and maintains standard operating procedures and documentation for areas of graduate record and registration to help ensure consistency for data management. Trains system users as required. Identifies policy deficiencies.
21. Continually evaluates records and registration processes to identify areas for improvement and efficiencies. Implements process improvements as required.
22. Serves as a subject matter expert to students, academic departments, faculty, and staff regarding appropriate interpretation of academic regulations as they relate to graduate registration and records.
23. Makes recommendations to the Dean of Graduate Studies on academic regulations relating to academic progress, registration, university and graduation requirements
24. Assists the Graduate Studies Manager with ensuring that the activities of records and registration within the unit’s annual work plan are on track.

**GRADUATION & CONVOCATION**

1. Oversees the planning and coordination of all records and registration activities related to graduation Responsible for the timely and accurate assessment of students for graduation eligibility. Assesses graduate student eligibility for graduation by interpreting complex university and departmental regulations.
2. Determines final graduation clearance and is responsible for conferring graduate level degrees, graduate diplomas and specializations onto student records. Ensures the accurate preparation of the list of eligible graduate students and submits for presentation to Senate for degree conferral
3. Requests and distributes graduate degree parchments ensuring students names, and degree information is accurate.
4. Coordinates the preparation of information necessary for the orderly procession at Convocation including, but not limited to, the preparation of eligible student lists and the distribution of original and replacement parchments for graduate students.
5. Liaises with the convocation manager in the production of the convocation program for the graduate ceremony. Provides information to alumni for graduating students.
6. Assists with convocation ceremonies as required.
7. Approves and distributes graduate student requests for replacement degrees ensuring their accuracy.
8. Releases theses and dissertations for publication upon review and approval. Attends to the details of licensing, binding and distribution matters. Liaises with Bata Library regarding final thesis submission. Coordinates reimbursements and costs related to defence

**REPORTING & FINANCIALS**

1. Ensures that accurate information is provided, according to university policies, in a timely manner to external agencies, including degree verification services.
2. Is a designated graduate level employee who acts as a liaison between the University and the Ministry of Education with regard to the maintenance and administration of the OEN.
3. Produces and analyzes, to ensure accuracy and data integrity, graduate data to support graduate program appraisal reviews required by quality assurance.
4. Assists the Manager of Graduate Studies with MAECD reporting three times a year.
5. Assists the Manager of Graduate Studies with the annual enrolment audit and consults with auditors to produce requested reports and diagnostics.
6. Prepares reports for the Dean, programs and management as required.

**CURRICULUM CHANGES AND PUBLICATION OF ACADEMIC CALENDAR**

1. Assists with coordinating the production of the Graduate Academic Calendar: updating, drafting copy, editing, design, printing and web presence.
2. Works with the Manger of Graduate Studies to distribute content to contributors, collect edits and collate the required sections of the calendar.
3. Proofreads the academic calendar including spelling, grammar, style, and tone, adjusting where necessary.
4. Coordinates the posting of the calendar to the web ensuring the online version meets accessibility standards. Arranges for the printing and distribution of hard copy versions of the calendar.
5. Creates new courses, program prerequisites, equates, course registration rules within student information system as per academic calendar regulations.
6. Provides academic departments with guidance regarding proposed program requirements and regulations as needed.

**OTHER DUTIES**

1. Produce Graduate Student teaching assistantship certificates for graduate students who meet requirements approved by Centre for Teaching and Learning.
2. Participates in creation and editing of graduate handbook and other graduate studies publications.
3. Provides support to the Dean and Graduate Studies Manager, as required.
4. Provides assistance to the Graduate Studies Office (including applications, admissions, recruitment, reception, website maintenance and general inquiries).
5. As a member of the Graduate Studies team, provides overload assistance at peak times (recruitment functions, deposits, applications, calculation of grade point averages, student accounts)
6. Liaises with IT to develop and maintain the Graduate student myTrent portal.
7. Leads and/or participates in special projects as required.
8. Assists with institutional recruitment and retention efforts (ie. open house events) by participating in internal and external events and networks as required.
9. Develops and maintains process documentation for all areas of records and registration to help ensure consistency for data management.
10. Monitors internal processes to ensure adherence to university and records and registration policies and procedures. Ensures that all staff are information of all changes to procedures, academic policies and regulations.
11. Makes recommendations to the Dean of Graduate Studies on academic regulations relating to academic progress, registration, university and graduation requirements.
12. Maintains a thorough knowledge and understanding of relevant University regulations, policies and procedures, confidentiality requirements, provincial and federal legislation including freedom of information and privacy legislation.
13. Maintains professional development through membership and active participation in relevant organizations (e.g. OURA, CACUSS).
14. Assists with the training and oversees work of student assistants.
15. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

Honours University Degree

**Experience Required**

1. At least two or more years of directly related experience in a registrarial environment, including experience with student records and registration
2. Proven ability to understand IT and work with/utilize student information systems and ability to work with computer programming.
3. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, and Access) and Colleague (or advanced experience with another student information system (Banner or PeopleSoft). Experience with computer networked environments, Internet and web browsers.
4. Thorough knowledge and understanding of Trent University’s academic regulations and procedures particularly as they relate to graduate studies.
5. Ability to maintain confidentiality.
6. Excellent written, oral, communication skills
7. Demonstrated exceptional interpersonal and customer service skills, with the ability to interact effectively with students, faculty, staff and externals.
8. Accuracy and attention to detail.
9. Demonstrated communication and interpersonal skills in individual and group settings; active listening skills; presentation skills; strong writing skills are all required.
10. Ability to work independently in a busy and challenging environment, with the flexibility to assist others.
11. Excellent organizational and ability to prioritize workload in a fast-paced environment.
12. Demonstrated and strong decision making, analytical and problem solving skills.
13. Ability to work accurately in stressful conditions with multiple demands, tight deadlines and changing priorities.
14. Willingness and commitment to keep up-to-date with legislation, best practices, internal policies, procedures and practices.
15. Demonstrated ability to work independently and as a member of a team.