**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Enrolment Services Coordinator

**Job Number:** A-295

**NOC:** 1211

**Band:** 10

**Department:** Enrolment Services

**Supervisor Title:** University Registrar

**Last Reviewed:** November 27, 2018

**Job Purpose**Under the supervision of the University Registrar, the Enrolment Services Coordinator is responsible for coordinating and supervising all activities related to undergraduate student academic records and registration, determining eligibility for and conferral of academic credentials, and the editing and production of the Undergraduate Academic Calendar. The incumbent will operate with minimal supervision, wide latitude for independent judgment, and is responsible for a broad range of duties.

**Key Activities**

**Records & Registration:**

1. Responsible for the integrity and maintenance of hard copy and/or electronic student academic records. Responsible for the timely, efficient and accurate collection, assessment, distribution and storage of student academic record information as mandated by the Records Policy. Coordinates the disposal of records as mandated by the Records Policy.
2. Acts as consultant for Colleague Student and student records issues for all departments and campuses. Administers the system, investigates processes, queries data and trains end users.
3. Ensures student records are complete and accurate in terms of degree awarded, majors, minors, specializations, emphases completed and honours received.
4. Responsible for ensuring that all registration activities are carried out efficiently in accordance with general guidelines and policies.
5. Converts and migrates data as required between separate technology systems (i.e. MAESD OEN reporting and Colleague; Auradata and Colleague).
6. Ensures that all grades are submitted and posted to the student record in a timely and accurate manner.
7. Oversees the academic assessment process to ensure that all students are assigned an accurate academic status, academic suspensions are appropriately processed, and students are notified of their academic status in a timely fashion.
8. Creates new courses, programs prerequisites, equates, course registration rules

within the student information system as per academic calendar regulations.

1. Ensures that accurate information is provided in a timely manner to external agencies including but not limited to OEN’s, degree verification services, and Universities Canada.
2. Researches, analyzes and resolves student issues as they relate to their academic record.
3. On behalf of the Committee for Undergraduate Petitions, communicates petition decisions to students and academic advisors. Updates student records as a result of petition decisions.
4. Ensures the integrity of student enrolment information required to support official government reports by using diagnostic reports to identify and correct errors. Assists the University Registrar and the Director, Institutional Research with the annual enrolment audit.
5. Serves as the subject matter expert to students, academic advisors, faculty, administrative staff and the Committee for Undergraduate Petitions regarding the appropriate interpretation of academic regulations and degree requirements.
6. Makes recommendations to the University Registrar on academic regulations relating to academic progress, registration, university and graduation requirements.

**Degree Assessments:**

1. Responsible for the analysis, programming, testing, optimization and problem resolution of the electronic degree audit system and the maintenance of university and departmental degree requirements within the system as per the academic calendar regulations. Ensures that all changes to degree requirements are updated in the degree audit system annually.
2. Determines final graduation clearance and is responsible for conferring degrees, diplomas and certificates onto student records. Ensures the accurate preparation of the list of eligible graduands for presentation to Senate for degree conferral.
3. Assesses individual student eligibility for graduation by interpreting complex university and departmental regulations. Ensures that all students applying to graduate have their eligibility assessed in a timely and accurate manner.
4. Ensures students are advised of their eligibility to graduate in a timely and sensitive manner. Advises students individually when they require specific assistance regarding the result of graduation assessments.
5. Trains and assists students, faculty, academic advisors, and other administrative staff in the use of the electronic degree audit system.

**Curriculum Changes and Publication of Academic Calendar**

* Acts as project manager for the production and distribution of the Undergraduate Academic Calendar and its supplement(s).
* Acts as final editor for Degree Requirement, Important Dates, and Policies and Administration sections of the calendar and is responsible for final document.
* Ensures academic calendar is published to the website accurately and on-time following university branding guidelines and AODA requirements.
* Works with the Administrative Assistant to the Provost & VP Academic to ensure that all changes to academic requirements and regulations are reflected in the academic calendar
* Provides academic departments with guidance regarding proposed program requirements and regulations as needed
* Ensures that Academic Advisors and staff within the Office of the Registrar are aware of all changes to academic requirements and regulations
* Represents the University Registrar at curriculum committees as required

**Graduation/Convocation**

1. Oversees the planning and coordination of all records and registration activities related to graduation including: producing reports and other documentation; supervising student assistants; and scheduling staff to assist on convocation days.
2. Liaises with the Convocation Manager and Print Shop to coordinate convocation ceremonies and manages and provides all student (graduate and undergraduate) data related to the printing of the program.
3. Assists at convocation ceremonies as required.
4. Coordinates the printing and distribution of original and replacement degrees ensuring their accuracy.

**Team Lead:**

1. Trains Enrolment Services staff in all aspects of records and registration activities. Provides ongoing leadership and support to the team. Identifies areas of further training required by individual staff members and the team as a whole and works with the University Registrar to ensure the training is provided.
2. Develops and maintains process documentation for all areas of records and registration to help ensure consistency for data management.
3. Monitors internal processes to ensure adherence to university and records and registration policies and procedures. Ensures that all staff are informed of all changes to procedures, academic policies and regulations.
4. Assists University Registrar with ensuring that the activities of records and registration within the unit’s annual workplan are on track.
5. Hires, trains and supervises student assistants.
6. Lead hand to Enrolment Service Administrators.
7. Lead hand to Enrolment Service Associates.

**Other Duties:**

1. Provides support and backup to Enrolment Services Associates including triaging and responding to all types of inquiries and working at the services counter when necessary.
2. Provides advice to the Registrar regarding changes to processes, procedures and regulations.
3. Develops and executes a communication plan for Enrolment Services to ensure that students, faculty and administrative staff are informed of important deadlines and policies.
4. Ensures website and other publications are up-to-date.
5. Provides emergency call-in response for grading or registration issues over Holiday Break
6. Continually evaluates records and registration processes to identify areas requiring improvement and implement process improvements as required.
7. Acts as liaison with internal departments such as TIP, Academic Advising, Financial Services, etc.
8. Prepares reports for management as required.
9. Leads and participates in special projects as required.
10. Assists with institutional recruitment and retention efforts by participating in internal and external events.
11. Flexible work schedule, including evenings and weekends.

**Education**

* Bachelor’s Degree (Honours)

**Experience Required**

1. At least 4 or more years of directly-related progressively responsible experience in a registrarial environment including experience with student records and registration.
2. Strong technical experience programming degree audits, prerequisites and registration rules. Colleague experience strongly preferred.
3. Thorough knowledge and understanding of Trent University’s academic regulations and procedures particularly as they relate to degree requirements.
4. Experience and proficiency with an automated student information system.
5. Demonstrated knowledge of project management and the ability to manage multiple projects and schedules in an academic setting.
6. Understanding of the publication process, including editing and proofreading skills.
7. Ability to maintain confidentiality essential.
8. Demonstrated excellent interpersonal, communication and customer service skills required.
9. Demonstrated ability to work independently or as a member of a team required.
10. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
11. Ability to work accurately in stressful conditions within tight deadlines required.

**Analytical Reasoning**

This job requires analytical reasoning to apply to responsibilities that are diverse, complex and multifaceted. Judgment is exercised in adapting methods to arrive at solutions. Situations are broad in scope, and lack standard practice to resolve, thus requiring the recognition, analysis and creative definition of practical solutions. Work planning includes others, and occurs within both broad and narrow time frames, and may require adjusting plans and priorities to respond to changing circumstances.

Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions.

*Example:*

*The Coordinator must translate complex program and university degree requirements into technical programming inside of the Colleague system. This information is then publicly displayed to students, staff and advisors and must be accurate to the academic calendar and displayed in an easy to understand format.*

**Decision Making**

Has authority to make decisions on application of academic regulations and in turn, makes daily decisions on who should and should not be eligible for a Trent degree. Interprets government policy and university regulations and establishes procedures for staff and academic advisors to follow in the administration of the academic regulations and the administration of the registration system.

*Example:*

*The Coordinator is often called upon by faculty, academic advisors, and departmental coordinators to interpret and apply black and white academic regulations to students in grey-area situations. These interpretations are ad-hoc, and the Coordinator must weigh the elements of each student situation to ensure that unwritten precedents are applied fairly and consistently.*

**Impact**

Decisions impact the amount of funding received from the Ministry through the use of enrolment reporting.

Decisions directly impact who does and does not receive a degree.

*Example:*

*The Coordinator regularly makes decisions about registration activities and controls the parameters of allowed registration activity for students and staff directly in Colleague. The Coordinator works with external auditors to explain and defend irregular registration transactions with clear documentation and knowledge of policy and precedent. Registration is directly tied to funding from the government. Inaccurate record keeping and poor administration of the registration system will lead to lost funding for the university as a whole.*

*If prerequisites are incorrect and students can’t register into required courses, or aren’t represented as being in the correct degree program, departments may suffer lower enrolments*

*Example:*

*As final editor of the Academic Calendar, the Coordinator is responsible for the institutions’ published academic contract with the undergraduate student body in regards to requirements, policy and deadlines. Should the university face a lawsuit, the academic calendar serves as our final arbiter as to how policy is applied.*

*Example:*

*The Coordinator role directly impacts the organization by ensuring the quality and integrity of a Trent degree and organizational reputation by ensuring credentials are conferred only upon students who have met university and program requirements in full. Alternatively, the Coordinator must be diligent to ensure that those students who are eligible are granted their credential. As students become more litigious as a way of solving disputes, there is high risk of a lawsuit from a student who has paid and earned a credential but does not receive it.*

**Communication**

The Coordinator communicates both good and bad news to students at multiple points in the year and during their academic careers in regards to their academic standing, eligibility to graduate, and outcomes of academic petition decisions on behalf of the Registrar. The Coordinator often deals with highly agitated students and escalated situations. As the Registrar’s representative, the Coordinator is responsible for telling students (and their families) who may arrive in error to convocation that they are not eligible to graduate. These may be international students whose families have travelled great distances at great cost to see their student convocate and these situations require confidence, diplomacy, tact and sensitivity.

Internal:

* Students – see above
* Staff – Lead contact for all technical registration system questions and issues
* Staff (IT) – works closely with IT to lead system setup and technical implementations for registration and records systems
* Staff – lead contact for academic advisors with academic regulation and petition questions and issues
* Staff – develop and maintain training and process documentation for Academic Administrative Assistants regarding records and registration processes and deadlines

External:

* Position requires contact with parents, alumni, auditors, other post-secondary institutions.

**Effort**

Mental:

* High degree of mental effort required.
* Routinely deals with several complex issues at the same time and solves complicated problems as they arise.
* Must be able to make complex decisions in a high volume, busy environment and responds to issues as they arise
* Deal with multiple and competing deadlines and must establish priorities for self and others to ensure all tasks are completed in a timely manner.
* Must be responsive and provide guidance to staff when university or government regulations change.
* Sometimes change is sudden; must respond appropriately and offer guidance to staff.
* Must interpret complex policies and regulations.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

**Indirect Responsibility**

Lead Hand, Training and knowledge transfer to Enrolment Services Administrators

Lead Hand, Training and knowledge transfer to Enrolment Services Associates

**Direct Responsibility**

Hiring, training and supervising student workers.