**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Enrolment Services Coordinator

**Job Number:** A-295

**NOC:** 1211

**Band:** 9

**Department:** Enrolment Services

**Supervisor Title:** University Registrar

**Last Reviewed:** June 18, 2015

**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.

**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. Ensures student records are complete and accurate in terms of degree awarded, majors, minors, specializations, emphases completed and honours received.
3. Responsible for ensuring that all registration activities are carried out efficiently in accordance with general guidelines and policies.
4. Ensures that all grades are submitted and posted to the student record in a timely and accurate manner.
5. 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.
6. Ensures the course repository, equates and prerequisites are maintained within the student information system as per academic calendar regulations.
7. 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.
8. Researches, analyzes and resolves student issues as they relate to their academic record.
9. 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.
10. 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.
11. 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.
12. Makes recommendations to the University Registrar on academic regulations relating to academic progress, registration, university and graduation requirements.

**Degree Assessments:**

1. Ensures that all students applying to graduate have their eligibility assessed in a timely and accurate manner. Assesses individual student eligibility for graduation by interpreting complex university and departmental regulations.
2. Determines final graduation clearance and ensures the accurate preparation of the list of eligible graduands for presentation to Senate for degree conferral.
3. 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.
4. Responsible for the configuration 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.
5. Trains and assists students, faculty, academic advisors, and other administrative staff in the use of the electronic degree audit system.

**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 Bookstore to coordinate convocation ceremonies and 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.

**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. Continually evaluates records and registration processes to identify areas requiring improvement and implement process improvements as required.
6. Acts as liaison with internal departments such as TIP, Academic Advising, Financial Services, etc.
7. Prepares reports for management as required.
8. Leads and participates in special projects as required.
9. Assists with institutional recruitment and retention efforts by participating in internal and external events.
10. Flexible work schedule, including evenings and weekends.

**Education**

* Bachelor’s Degree (Honours)

**Experience Required**

1. At least 2 years of experience in a registrarial environment including experience with student records and registration.
2. Thorough knowledge and understanding of Trent University’s academic regulations and procedures particularly as they relate to degree requirements.
3. Experience and proficiency with an automated student information system. Datatel experience strongly preferred.
4. Ability to maintain confidentiality essential.
5. Demonstrated excellent interpersonal, communication and customer service skills required.
6. Demonstrated ability to work independently or as a member of a team required.
7. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
8. Ability to work accurately in stressful conditions within tight deadlines required.

**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 to Enrolment Services Administrators