**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Enrolment Services Administrator

**Job Number:** A-299

**NOC:** 1221

**Band:** 7

**Department:** Enrolment Services

**Supervisor Title:** University Registrar

**Last Reviewed:** November 27, 2018

**Job Purpose**

Under the supervision of the University Registrar, the Enrolment Services Administrator is responsible for administering all activities related to undergraduate student academic records and registration and the production of the undergraduate academic calendar.

**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. Disposes of records as mandated by the Records Policy.
2. Coordinates all individual exceptions to student records (course substitutions, waivers, etc). Communicates with academic departments as required to ensure all pertinent information is received and recorded on student records.
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. Processes incoming and outgoing Letters of Permission, withdrawals and international exchange registrations.
5. Ensures that all grades are submitted and posted to the student record in a timely and accurate manner. Monitors incomplete grades, grade appeals and grade changes.
6. Assesses students’ academic records to determine academic standing. Ensures 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.
7. Provides accurate information 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. Advises students, academic advisors, faculty, and other administrative staff regarding the appropriate interpretation of academic regulations and degree requirements.
10. Makes recommendations to the University Registrar on academic regulations relating to academic progress, registration, university and graduation requirements.

**Degree Assessments:**

1. Assesses 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. Advises students 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. Notes any errors or inconsistencies in the degree audit program and reports them to the Enrolment Services Coordinator. Assists the Enrolment Services Coordinator with the maintenance of degree requirements within the system.

**Graduation/Convocation**

1. Plan and coordinate 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. Assists at convocation ceremonies as required.
3. Prints and distributes original and replacement degrees ensuring their accuracy.

**Publication of Academic Calendar**

1. Coordinates the production of the Undergraduate Academic Calendar: updating, drafting copy, editing, design, printing and web presence.
2. Works with the Administrative Assistant to the Provost & VP Academic to distribute content to contributors, collect edits and collate the required sections of the calendar.
3. Liaises with Communications to ensure branding guidelines are followed and with the graphic designer to assemble the final calendar.
4. Proofreads the calendar including spelling, grammar, style, and tone, adjusting where necessary.
5. Produces and updates the Academic Calendar Production Manual containing instructions for the year-long production process of the calendar and supplement. Creates production schedule to guide and accommodate the contributors, including the graphic designer and printing house.
6. 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.

**Other Duties:**

1. Supports other Enrolment Services staff with the processing of all Enrolment Services requests. Provides support to the Enrolment Services Associates to assist with complex student/alumni issues. Responds to inquiries as required and assists at the service counter when necessary.
2. Coordinates student materials for the Committee for Undergraduate Petitions.
3. Assists the Enrolment Services Coordinator with process documentation and the execution of the communication plan 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 participates in process improvement efforts as required.
6. Leads and participates in special projects as required.
7. Assists with institutional recruitment and retention efforts by participating in internal and external events.
8. Flexible work schedule, including evenings and weekends.

**Education**

Bachelor Degree (Honours)

**Experience Required**

1. 1-2 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. Understanding of the publication process, including editing and proofreading skills.
4. Experience and proficiency with an automated student information system. Datatel experience strongly preferred.
5. Ability to maintain confidentiality essential.
6. Demonstrated excellent interpersonal, communication and customer service skills required.
7. Demonstrated ability to work independently or as a member of a team required.
8. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
9. Ability to work accurately in stressful conditions within tight deadlines required.