**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Enrolment Services Assistant

**Job Number:** A-300

**NOC:** 1241

**Band:** 5

**Department:** Enrolment Services

**Supervisor Title:** University Registrar

**Last Reviewed**: August 26, 2015

**Job Purpose**

Under the general direction of the University Registrar, the Enrolment Services Assistant is responsible for assisting with activities related to the undergraduate student academic records and registration and providing information technology and business support to the Enrolment Services unit and the University Registrar. The Enrolment Services Assistant has primary responsibility for coordinating the production of the Undergraduate Academic Calendar and the maintenance of the Enrolment Services website.

**Key Activities**

**Academic Calendar:**

1. Acts as project manager for the production and distribution of the Undergraduate Academic Calendar and its supplement(s). Coordinates the production of the 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. Produce and update the Academic Calendar Production Manual containing instructions for the year-long production process of the calendar and supplement. Create 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.

**Enrolment Services:**

1. Assists with the filing, storage and disposal of academic records as mandated by the Records Policy.
2. Assists with records and registration activities related to graduation including but not limited to assembling diplomas, preparing graduation listings and other materials, mailing parchments to students, photocopying and filing materials.
3. Assists at convocation ceremonies as required.
4. Assists scheduling team with processing room booking requests.
5. Researches best practices in registrarial services at the request of the University Registrar to assist with policy and procedure development.

**Information Technology Support**

1. Develops and maintains web pages for Enrolment Services. Supports users within Enrolment Services who use website software provided by Communications. Liaises with Communications to resolve technical issues.
2. Develops and maintains internal file sharing structures including the shared drive and intranet site.
3. Administers the Novel network share for Enrolment Services using the group manager system provided by Information Technology.
4. Coordinates printing services for Enrolment Services including administration, responding to issues, communicating with outside vendors as necessary to resolve issues. Coordinates the purchase, implementation and deployment of printing services within Enrolment Services.
5. Coordinates the inventory system for Enrolment Services’ software, hardware, and peripherals.

**Administrative Support:**

1. Aids in the coordination, drafting of copy, and implementation of communications with the Trent community (web updates, email correspondence, signage, etc).
2. Monitors departmental budgets by reconciling the monthly financial statements with the invoices and purchase orders, and by generating budget summaries.
3. Coordinates purchase orders and arranges payment of invoices. Researches pricing and arranges RFQ’s for goods and services.
4. Orders office supplies. Coordinates inventory, supplies and maintenance of office equipment and furniture.
5. Maintains records and files, compiles information, and documents processes as required.
6. Makes conference bookings, researches pricing and makes travel arrangements for office staff, including accommodation, transportation, and expense reimbursement.
7. Arranges department and committee meetings including preparing and distributing agenda, makes room bookings, and updates email distribution lists.
8. Manages swipe card access to the Office of the Registrar and the inventory and distribution of office keys.
9. Manages appointments/calendar of the University Registrar.
10. Assists with administrative work related to human resource management, professional development and other relevant issues.

**Other Duties:**

1. Coordinates and provides administrative support to special projects as required.
2. 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.
3. Assists with institutional recruitment and retention efforts by participating in internal and external events.
4. Flexible work schedule, including evenings and weekends.

**Education**

Bachelor’s Degree (General)

**Experience Required**

1. Up to 1 year of related experience preferably in a registrarial environment.
2. Excellent communication skills – formal writing and correspondence in particular.
3. Understanding of the publication process, including editing and proofreading skills.
4. Excellent organizational and time management skills.
5. Proficiency in application of Microsoft Office Suite (Outlook, Word, Excel, Access, Power Point).
6. Demonstrated ability to work independently and as part of a team.
7. Ability to maintain confidentiality essential.