**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Enrolment Services Associate

**Job Number:** A-301

**NOC:** 1411

**Band:** 5

**Department:** Enrolment Services

**Supervisor Title:** Manager, Operations & Client Services

**Last Reviewed:** July 8, 2016

**Job Purpose**The Enrolment Services Associate is the first point of contact for Enrolment Services and provides effective, efficient, friendly, and reliable service to all clients. Under the direction of the Manager, Operations and Client Services the Enrolment Services Associate will respond to inquiries and carry out tasks as requested by students, members of the university community, and the general public to provide quality service in all areas of Enrolment Services, directing clients to other areas when appropriate. The Enrolment Services Associate will hold knowledge in all areas of Enrolment Services and be the key contact for clients in the areas of OSAP, scholarships, bursaries, major declarations, registrations, confirmations of enrolment, transcripts, letters of permission, and applications to graduate. The Enrolment Services Associate must exercise excellent interpersonal and communication skills to deal with varied and complex inquiries.

**Key Activities**

1. Field and respond accurately and in a timely manner to all Enrolment Services inquiries from internal and external stakeholders, forwarding inquiries to the most appropriate department when necessary.
2. Triage the nature and complexity of inquiries to determine the most appropriate actions, assisting where possible and referring difficult situations to appropriate coordinator or manager.
3. Keep informed of all relevant rules, regulations and policies for all areas of Enrolment Services to respond to inquiries and direct students to appropriate resources.
4. Log and track service requests to provide metrics for assessment. Assist with the administration of Affordability programs, including the intake of all documentation and paperwork.
5. Assist with Confirmation of Enrolment, and other Affordability processing.
6. Assist with data entry for all Enrolment Services processes.
7. Maintain and ensure completeness of all Enrolment Services files, including all academic and financial files, and plan and enact migration process through the file’s life cycle.
8. Assist with data entry for internal and external Enrolment Service reporting.
9. Assist with collection, preparation, and entry of Enrolment Services data onto student records, including but not limited to registration changes, changes of major, applications to graduate, withdrawals, letters of permission.
10. Assist with all aspects of convocation related to Enrolment Services.
11. Assist with maintenance of all Enrolment Services records.
12. Assist with processing of all Enrolment Services functions to ensure student records are current and accurate.
13. Field, direct, and deliver where possible on requests for information by external organizations, such as lawyers, ensuring accuracy of information and adherence to all internal and external policies.
14. Assist with development and delivery of all Enrolment Services communications.
15. Ensure accuracy of billing and fees for services provided by Enrolment Services, taking payments and matching to student accounts.
16. Assist students with a variety of processes and navigation through Trent University and related programs.
17. Receive, process, and distribute all requests for transcripts, Verification of Enrolment, and other Enrolment Services documents.
18. Assist with recruitment and retention by participating in internal and external events.
19. Determine and deliver on opportunities to improve operational efficiencies.
20. Responsible for documenting all processes and procedures related to the Enrolment Services Associate role.
21. Flexible work schedule, including evenings and weekends.
22. Other duties as assigned.

**Education**

Two year college diploma in a related field from an accredited community college; university degree preferred.

**Experience Required**

1. 2 years’ experience working with a wide variety of stakeholders in a fast-paced, customer focused environment.
2. Experience and proficiency with an automated information system. Colleague experience considered an asset.
3. Experience and proficiency with financial or funding programs.
4. Demonstrated excellent interpersonal, communication and customer service skills required.
5. Demonstrated ability to work independently and as a member of a team required.
6. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
7. Ability to work accurately in stressful conditions within tight deadlines required.
8. Strong desire to be part of a collaborative, team-centered environment which emphasizes creativity, reliability, and out-of-the box thinking
9. Ability to adapt to changing situations, work under pressure, and with frequent interruptions in a high volume environment
10. Basic accounting/bookkeeping knowledge
11. Demonstrated ability to maintain a supportive, calm, patient, and service-oriented demeanor when dealing with upset or challenging students/clients
12. Proven ability to exercise sound judgment, tact, discretion, and diplomacy