



Registrar Services Officer (Scheduling)
Office of the Registrar
(Regular, Full-time)

Since its founding in 1990, the University of Northern British Columbia has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. Located in the spectacular landscape near the geographic centre of beautiful British Columbia, UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world. Ranked #1 by Maclean's magazine as the top Canadian undergraduate university, UNBC has also placed among the top four per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a student population of 4300, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George please consult <http://www.unbc.ca/experience>.

This is an exciting opportunity to live in a community with spectacular outdoor recreational opportunities and join a vibrant, dynamic culture on campus. Make your mark with this leading post-secondary institution.

Purpose:

Registrar Services Officers (RSO) provide professional-level support for many core functions within the Office of the Registrar, and help to ensure students have a seamless journey from admission through to graduation, while ensuring appropriate academic rigour.

Reporting to the Registrar, the RSO (Scheduling) supports the University's success by working collaboratively with staff, faculty and academic leaders to ensure that the scheduling process supports the university's enrolment plan and excellent service is provided. This is achieved by producing optimal cyclical course and exam schedules by collaborating on, and responding to, unique scheduling opportunities.

Responsibilities:

Responsibilities and accountabilities include but are not limited to:

- ensuring positive working and solution-oriented relationships with all stakeholders, while identifying opportunities to collaborate with other units and departments;
- ensuring workload is effectively managed to deliver a high level of exceptional customer service while meeting tight timelines completing complex activities;
- consulting with University stakeholders for needs assessment, and with colleagues and other institutions on best practices and solutions;
- identifying, recommending and implementing strategies for process improvements;
- assisting with the development and implementation of new initiatives or system enhancements based on research and analysis;
- ensuring timely updates are completed to the appropriate system(s) to effectively integrate with policy, business process or university requirements;
- ensuring metrics are developed and maintained, and that measures to monitor performance are in place to assess the achievement of university goals;
- championing the success of initiatives and projects to ensure outcomes are met;
- ensuring regular and responsive professional communications and knowledge transfer to necessary individuals, groups, departments.

Qualifications:

The successful candidate will possess an undergraduate degree (a UNBC degree is preferred), together with a minimum of three years of related experience in a Registrar's Office or student services environment, with a clear working knowledge of the student life cycle. A background in business process analysis is an asset.

Relevant experience must demonstrate:

- a customer service focused environment;
- multitasking and working with conflicting deadlines and priorities;
- an excellent understanding of undergraduate and graduate level programming, credentials and curriculum;
- extensive experience with student information systems, scheduling and reporting systems and complex relational database applications;

An equivalent combination of education and experience will be considered.

The successful candidate must demonstrate knowledge of British Columbia, Canadian, and international post-secondary environments, and familiarity with transfer systems of the same, with awareness of the BC Council on Admissions and Transfer and relevant resources. Exposure to good collegial governance, including the work of Senate, Senate sub-committees and the Board of Governors is beneficial. Knowledge and understanding of faculty agreements are considered assets.

The ideal candidate demonstrates knowledge of principles and processes for providing customer service and understanding quality standards of service based on needs assessment. Understanding confidentiality, privacy, ideal records management practices and maintaining a working knowledge of the *BC Freedom of Information and Protection of Privacy Act (FIPPA)* is critical.

In depth knowledge of information technology (IT) is necessary for a progressive view to improve service and efficiencies. The successful candidate must be proficient with the MS Office Suite (particularly Outlook, Word, Excel). Effective analytical and research skills are required, with the ability to interpret and communicate or present complex detailed information in a clear manner.

It is critical to work both independently with initiative and diligence, as an effective team member with conflict resolution skills. Strong time management and organizational skills are required to effectively prioritize and handle a high workload with multiple conflicting deadlines, while maintaining accuracy and quality outcomes. Must demonstrate the ability to problem-solve and exercise sound judgement.

Salary:

This position has been classified at Grade 9. The annual salary range for this position is \$55,805.61 - \$58,121.65, and the normal starting salary will be \$55,805.61.

Normal hours of work are 8:30 am – 4:30 pm Monday through Friday. Some evening and weekend work is required periodically, particularly in peak times.

To Apply:

Please forward your resume and proof of education quoting competition #17-005CU(E) to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca

Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. The University of Northern British Columbia is committed to employment equity and encourages applications from women, aboriginal peoples, persons with disabilities and members of visible minorities.

We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Review of applications will commence September 29, 2017.
