



# THE UNIVERSITY OF BRITISH COLUMBIA

**Job Posting – direct link:** <http://staffcareers.ubc.ca/30562>

Job ID: 30562

Location: Vancouver - Point Grey Campus

Employment Group: Management&Professional (AAPS)

Job Category: Student Management

Classification Title: Student Management, Level B

Business Title: Enrolment Services Professional

VP/Faculty: VP Academic & Provost

Department: Student Support & Advising

Salary Range: \$65,634.00 (minimum) - \$78,791.00 (midpoint) - \$94,550.00 (maximum)

Full/Part Time: Full-Time

Desired Start Date: 2018/08/20

Job End Date: 2021/06/30

Funding Type: Budget Funded

Closing Date: 2018/07/31 Available Openings: 1

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Guiding principle: "Midpoint" of the hiring salary range means the individual possesses full job knowledge, qualifications and experience.

## **Job Summary**

The Enrolment Service Professional (ESP) is a registrarial/enrolment services professional, an advisory service specialist, and a highly visible representative of Enrolment Services (ES) and the University. Each ESP is assigned a portfolio of students and is responsible for guiding those students throughout their student experience. The ESP provides professional advice for students across ES areas of responsibility, including: student financial support, tuition, fee assessment and collection, student records, registration, admissions, transfer credit and domestic student recruitment. The ESP plays an integral leadership role in the design, delivery, and evaluation of ES student service programs and makes strategic recommendations on the establishment of service standards. The ESP is part of a network of advising and service professionals that collectively contribute to the success of UBC's strategic plan theme of inclusion and strategy of Indigenous Engagement, and UBC's overall Indigenous Strategic plan. The ESP will serve as a member of the ESP Aboriginal Student Support Team, which includes working directly with Aboriginal students and collaborating with the Strategic Aboriginal Enrolment Initiatives unit.

## **Organizational Status**

The ESP reports to the ESP Manager. The ESP works closely with other ESPs and academic and student affairs professionals at the University, including other staff in Enrolment Services, the Faculties and the Vice-President, Students portfolio. The ESP represents ES on teams, committees, and working groups internal and external to ES, including government and agency committees.

## **Work Performed**

The ESP uses in-depth knowledge and understanding of all areas of the registrarial profession to design, deliver, and evaluate enrolment services for students. The University offers a wide variety of degree programs, each of which is governed by University, Faculty, and program-specific regulations. The ESP also requires an in-depth understanding of this multi-faceted regulatory environment to advise each individual student in context. Uses knowledge of systems, policies, regulations, and guidelines and exercises professional judgment to solve unusual complex problems that cross organizational boundaries while respecting organizational roles; and adjudicates exceptional cases where such decisions rest with Enrolment Services. Wide latitude of decision making is required.

## **Guidance for Students**

Provides professional advice to students (and others as authorized by the student under applicable policy and legislation) across all ES areas, including student financial support, tuition, fee assessment and collection, student records, registration, admissions, transfer

credit and recruitment. Areas of in-depth focus may include the following:

- Student Financial Support: develops financial strategies that incorporate University policy and support students on the various financial assistance options available in order to develop a spending plan to finance their University education. Advises students on financial planning such as scholarships, bursaries, student loans, student bank loans and student lines of credit and making the maximum use of available student financial programs and other supports. Advises students concerning Student Aid British Columbia appeals and reassessments. Adjudicates exceptional cases and approves monetary assistance in the form of emergency funding and UBC loans for students with exceptional circumstances. These can be highly emotional situations where students are experiencing severe financial difficulty that impacts their success and standing within the University. Conducts research and partners with Faculties with respect to financial support for their students. Develops and evaluates the effectiveness of programs and makes recommendations for changes.
- Tuition and Other Fees: advises students with respect to financial hold and other policies related to tuition fee assessment and collection; adjudicates requests for exceptions and extensions, including lifting financial holds in accordance with ES and University policy. Evaluates fee assessment and collection policies and makes recommendations for changes. Designs, delivers, and evaluates tools and communications programs that enhance student understanding of tuition and other fees, and support student financial planning.
- Student Records: evaluates records management policies and practices and makes recommendations for changes. Manages student records in accordance with applicable legislation and policy; in partnership with Faculties, adjudicates complex requests for exceptions to University and ES policies on the content and sequence of the student transcript of record, including special transcript notations, where such decisions rest with ES;
- Registration: designs, delivers, and evaluates communications programs for students related to registration policies and procedures. Collaborates with Faculties and other ES staff to establish registration policies and practices. Identifies solutions to complex registration problems, including working with Faculties to adjudicate student requests for exemption from standard timetables, and makes recommendations for both individual students and for enhancements to overall registration practices.
- Admission: evaluates applicant personal profiles as part of the University's broader based admissions process, may also evaluate other components of applications for admission. Advises prospective students on aspects of program requirements and admission criteria, changing policies, prerequisite studies, transfer credit and educational options as they relate to applications for admission. In partnership with ES subject matter experts and others, e.g. the International Student Initiative, investigates and communicates with prospective students and others to resolve complex, often sensitive problems relating to admissibility, recognition of prior education and institutions previously attended, availability of transcripts and complex University regulations.
- Recruitment: in partnership with recruitment specialists, delivers student recruitment programming for prospective domestic students, parents, school counselors, and others. Works with other ES staff to plan and coordinate recruitment and yield events. Develops, delivers, and evaluates communications programming in support of student recruitment

activities

Anticipates student needs, proactively responds to student requests, and offers subject-matter expertise and professional advice, providing recommendations extending beyond a student's presenting request.

Identifies students at risk or in crisis and proactively connects students with resources and supports as appropriate, including engaging the University's Early Alert System.

Coaches students toward independence and self-direction.

Develops and implements protocols to capture and manage information about sensitive advisory interactions with students using best practices and sound knowledge of applicable privacy policy and legislation.

Makes and receives student referrals, when appropriate, between other advisors and/or student service professionals. Follows up to ensure referral accuracy, as appropriate.

#### Planning, Evaluation, and Training

Designs, delivers, and evaluates ES student service programs and participates fully in the establishment and evaluation of service standards and other organizational performance targets.

Analyzes and identifies ways in which ES services could enhance the student experience and makes strategic recommendations. Designs and leads the implementation of new student support initiatives. Performs consultations with stakeholders, including Faculties and student leaders; facilitates discussion and integrates stakeholder feedback. Presents findings and recommendations to stakeholder groups through workshops, presentations, written reports, and/or discussion papers.

Designs, manages, and evaluates workshops, presentations, programs, or events for purposes of training and/or information provision for primary audiences of students, staff, and faculty.

#### Partnerships

Leads project teams and is responsible for team deliverables. Works with other ESPs as a member of a team; mentors other team members.

Works as a member of a University-wide network, including service professionals, student leaders, student government, and student groups to develop and manage processes that support coherence in the student experience. Key partners include: academic advisors, student services professionals, student development professionals, Faculties, instructors,

parents, guidance counselors, residence life advisors, etc.

#### Other Duties

Represents Enrolment Services as a member of internal and external committees and working groups.

Other duties as required.

#### **Supervision Received**

Reporting to an ESP Manager, the incumbent will receive coaching, mentorship and performance development to achieve specific goals and objectives. Works both independently and within a team environment. Under minimal supervision, the incumbent has the authority to exercise judgment and make important decisions and provide services on matters of varying complexity in accordance with University policies and best practices in student services.

#### **Supervision Given**

Orients, trains, provides direction and/or supervises staff and/or student employees. May participate in the hiring and evaluation of staff and/or student employees. May be assigned as project leader to provide leadership and supervision on a project involving other staff members, faculty, external stakeholders and/or students.

#### **Consequence of Error/Judgement**

Work performed by Enrolment Services is critical to the success of the University and its ability to deliver on the goals articulated in UBC's strategic plan. The ESP is a highly visible and empowered role within Enrolment Services. Errors in judgment, poor advising, and/or inconsistency in decision making could have significant negative financial, academic and/or personal consequences for students. Decisions are not routinely subject to confirmation and are legally binding upon the University. These negative consequences could damage the relationship between the University and its students. The reputation of the University and/or of its Faculties among community stakeholders could be adversely affected. ESP errors could also compromise the University's ability to meet its enrolment and student retention targets.

#### **Qualifications**

Undergraduate degree in a relevant discipline. Post-secondary education and/or training in student services, student affairs, or a related field is an asset. Minimum of three to four years of related experience or the equivalent combination of education and experience. Preferably

in a student services role specific to Aboriginal students. In-depth knowledge of issues regarding Aboriginal students in secondary and post-secondary education, combined with a strong commitment to advancing the educational aspirations of Aboriginal peoples will be considered an asset. Experience required in a service centered environment, preferably within student services. Experience in student or client advising or counseling is essential (UBC experience preferred). Experience with interpreting, applying and advising on policies and procedures. Sound and current knowledge on best practices in enrolment or student services, or comparable work experience; experience in at least one the following areas preferred: student records, registration, student recruitment, admissions, and student financial support. Proficiency with standard office software required. Experience applying technology to improve student and or client services an asset. Previous experience with Student Information Systems or other enterprise database solutions/customer relationship management systems preferred. Ability to provide effective and appropriate guidance and counsel (e.g., career counselling). A skilled listener, with the ability to identify and respond to sensitive issues with empathy and diplomacy. Must be resourceful and able to analyze problems, identify key information and issues and exercise initiative and creativity to develop effective solutions. Ability to independently exercise superior judgment to make important decisions on matters of varying complexity. Proven ability to use an inclusive approach to develop and cultivate relationships with students, faculty, staff and members of the external community. Excellent interpersonal, communication and presentation skills required. Demonstrated accuracy and attention to detail, especially when working under pressure to meet deadlines. Ability to collaborate and share expertise within a team environment. Ability to provide leadership and supervise staff. Demonstrated time management skills with the ability to effectively prioritize, multi-task and organize work. Enthusiasm and capacity for continuous learning and development. Ability to travel on occasion. Multilingual ability and/or experience working with different cultures an asset.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

All qualified candidates are encouraged to apply; however Canadians and permanent residents will be given priority.

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