

## Student Registration Specialist, Enrolment Services Advisor II, Enrolment Services, Student and Enrolment Services

Job ID: 24504

Updated: January 11, 2022

Location: Main Campus

### Position Overview

The **Department of Enrolment Services** within **Student Enrolment Services** is currently seeking a Full-time Regular **Student Registration Specialist**.

Supporting over 85,000 inquiries annually, Enrolment Services provides student facing advising services for the Office of the Registrar. As a central hub of student inquiry, advisors contribute to a positive student experience through their advising on all aspects of the student record, including: admission, registration, fees, student loans, awards, exams, transcripts and convocation. Along with a team of student advising professionals, this position is responsible for upholding university and departmental regulation, policy, compliance as well as academic and referral services to support student engagement and student success while demonstrating critical thinking. As a result, this role requires collaboration with staff and stakeholders campus-wide in order to ensure accurate and supportive student advising and cross-campus referrals. The demands and work volume associated with this position can be significant, particularly during peak periods occurring throughout the year (August, September, January). The ideal candidate will embrace change and thrive in a dynamic team environment.

As a member of the Enrolment Services team, this position reports to the Manager, Enrolment Services Operations. This position supports the student registration portfolio and requires the successful candidate to have a minimum 4 years directly related experience in an advisory role, specifically related to student registration.

### Position Description

**Summary of Key Responsibilities** (job functions include but are not limited to):

- Utilize and refer to the university calendar to advise students on policies and regulations related to the following: admission and enrolment requirements, fee schedule and payments, financial Aid student loans and awards.
- Provide quality service and advice, contribute to the creation of a supportive team, and identify ways to improve services to students, colleagues and the university community.
- Provide troubleshooting support for student course registration. Provide appropriate advising/referrals when required. Follow established procedures and protocols for supporting student appeals, escalating registration issues, and processes related to course registration.
- Advise students about all aspects of their student financial account including charges/fee assessments, payments, credits, debits, refunds, etc. Ability to synthesize and explain all components of a student's financial account. Ability to provide referrals where appropriate.
- Troubleshoot and advise on processes related to government student loans including loan confirmations, remittance, amendments and loan compliance. Where required, collaborate with internal specialists or external government agencies to inquire about funding eligibility, loan tracking and changes to circumstances impacting student accounts.

- Support other duties/advising initiatives as assigned.
- Develop an area of subject matter expertise as it relates to the key portfolio areas of the unit (fees, registration, financial aid).
- Maintain foundational advising knowledge as well as specialized knowledge related to area of subject matter expertise. Act as the internal team liaison for matters related.
- Perform specialized duties related to the area of subject matter expertise in support of the student cycle.
- Act as the lead for new staff training as well as regular training and updates for the team as related to area of subject matter expertise.
- Post charges related to administrative fees at the University of Calgary.
- Post student payments (debit, cheque, credit card) accurately and in accordance with institutional and department regulations.
- Continuously balance and uphold all financial audit compliance guidelines daily.
- Complete financial transactions and tasks daily and cash without error when reconciling.

#### **Qualifications / Requirements:**

- A bachelors degree (or higher) in a related field.
- A minimum 4 years directly related experience in an advisory role. Must demonstrate examples of utilizing judgment within capacity of the role.
- A minimum 1 year experience working in a registrars office.
- Demonstrated experience working in an environment with peak periods and a high volume of inquiries.
- Comprehensive knowledge and understanding working with Peoplesoft (student administration); Banner or similar student administration systems is required.
- Experience utilizing and upholding calendar regulation & policy as it relates to student/client inquiries.
- Comprehensive knowledge of university policies, procedures, degree programs, structure, and services.
- Experience utilizing call centre and CRM technology is required.
- Experience investigating and troubleshooting financial accounts and with payment cashiering is required.
- Highly developed communication skills (both written and verbal), strong listening skills and the ability to probe for additional details is required. Experience explaining/resolving complex client inquiries would be an asset.
- Proven ability to adopt a functional leadership role within the team. Demonstrated ability to take initiative and follow through on tasks and accountabilities independently.
- Independent critical thinker with the ability to troubleshoot and problem solve utilizing critical thinking skills.
- Demonstrated proficiency using Microsoft Office applications (word, excel, powerpoint), Microsoft Outlook, internet browsers and web-based portals. Ability to readily learn & adapt to new technologies is required.
- Demonstrated personal coping strategies, including the ability to manage stress levels that are moderate to high based on volume & demand.

**Application Deadline:** January 18, 2022

*We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue on through the selection process will be contacted.*

#### **Additional Information**

This position is part of the AUPE bargaining unit, and falls under the ***Specialist/Advisor Job Family, Phase II.***

To find out more about management and staff opportunities at the University of Calgary and all we have to offer, view our [\*\*Management and Staff Careers website.\*\*](#)

#### **COVIDSafe Campus Strategy**

The University has implemented a new **Vaccination Directive** that requires all faculty and staff to be fully vaccinated against COVID-19 by January 1, 2022. You will be required to upload proof of vaccination prior to commencing your duties. Please review the **COVIDSafe Campus website** for further information and access to additional resources.

### **About the University of Calgary**

The University of Calgary is Canada's leading next-generation university – a living, growing and youthful institution that embraces change and opportunity with a can-do attitude. Located in the nation's most enterprising city, the university is making tremendous progress on its Eyes High journey to be recognized as one of Canada's top five research universities, grounded in innovative learning and teaching and fully integrated with the community it both serves and leads. The University of Calgary inspires and supports discovery, creativity and innovation across all disciplines. For more information, visit **ucalgary.ca**.

The University of Calgary has launched an institution-wide **Indigenous Strategy** in line with the foundational goals of **Eyes High**, committing to creating a rich, vibrant, and culturally competent campus that welcomes and supports Indigenous Peoples, encourages Indigenous community partnerships, is inclusive of Indigenous perspectives in all that we do.

*The University of Calgary recognizes that a diverse staff/faculty benefits and enriches the work, learning and research experiences of the entire campus and greater community. We are committed to removing barriers that have been historically encountered by some people in our society. We strive to recruit individuals who will further enhance our diversity and will support their professional success while they are here. We encourage all qualified applicants to apply, however preference will be given to Canadian citizens and permanent residents of Canada.*