EMPLOYMENT OPPORTUNITY
Administrative Assistant E, Continuing Studies
Permanent Full-Time Position
8:30am to 4:30pm / Monday to Friday
Pay Grade E ($45,397 to $48,602 per annum)

Applications are invited for an Administrative Assistant to coordinate online registration procedures for all programs and courses offered through Continuing Studies as well as provide direct administrative and clerical support and general program information and student registration. The role also maintains the Continuing Studies database and reviews system updates and upgrading. Provides frontline customer service (via email, telephone, and in-person). Facilitates, coordinates, and troubleshoots the functionality and maintenance of the myEC online registration system for Continuing Studies. Provides general program information. Maintains Colleague database student records. Day to day financial oversight of registration, payments, and refunds. Applicants will have:

- Grade 12 plus a business management, office administration or other related two-year certificate.
- Minimum two years' relevant office and administrative experience, including records/registration experience in a post-secondary institution.
- Or an equivalent combination of education and experience.
- Experience related to art and/or design continuing studies an asset.
- Considerable experience in office procedures, large database programs, and other computer software, including Word and Excel.
- Knowledge of Colleague an asset.
- Thorough knowledge of office procedures and computer software.
- Good aptitude for problem solving and complex database systems application.
- Accurate word processing skills, as well as ability to use Colleague (or equivalent database).
- Well-developed organizational skills including the ability to work independently and prioritize tasks and work well under pressure.
- Detail oriented and the ability to proofread with accuracy.
- Ability to communicate well with faculty, students, administrative staff and public is essential.
- Ability to coordinate tasks and workflow with co-workers.

Some Typical Duties:
1. Coordinates procedures and systems for web based registration process for Continuing Studies. Recommends and coordinates University database (Colleague) usage for Continuing Studies, overseeing the functionality of myEC web registration in conjunction with Colleague.
2. Liaises with Colleague Coordinator and other users regarding application of database to CS environment and needs.
3. Maintains the day-to-day web registration system; troubleshoots and responds to student queries and problems; responds to web registration telephone and email queries for CS registration.
4. Assists with special registration issues as they occur. Coordinates the clean-up of student records at the end of each semester and on an ongoing basis throughout each term.
5. Trains staff on usage and troubleshooting of myEC web registration system utilizing Colleague. Trains new and temporary staff as required.
6. Provides general program information to the public, students and University community regarding admission, registration, tuition fees, and transcripts for all Continuing Studies courses and programs; refers complex issues to appropriate staff.
7. Provides students with electronic registration statements, confirmations of enrolment and course completion letters.
8. Processes registration and credit card payments for all Continuing Studies courses and programs and provides general administrative support as required.
9. Processes withdrawals, faculty waivers, gift certificates and vouchers and prepares and delivers documentation to complete refund and payment processes with Finance.
10. Tracks outstanding tuition payments and amounts owing to students, with appropriate follow-up with students and Finance.
11. Provides current and past-term information and documentation to Financial Services for year-end reconciliation processes.
12. Maintains all procedures as up-to-date and creates new ones as needed. Updates and maintains course and student records information and files for non-degree courses and programs, including course start files, course/section materials list, and other files as required.

To apply for this job, please visit https://ecuad.peopleadmin.ca. **Competition closes on Tuesday, 9 March 2021.**