

Class No.	
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CLASS SPECIFICATION

STUDENT INFORMATION SERVICES OFFICER

NATURE AND SCOPE OF WORK

This is varied customer service, and administrative support work in support of the Registrar's Office. This position is primarily responsible for providing a wide variety of information on university programs, services, policies and procedures to students, other employees, and the general public. Duties include providing frontline customer service, providing first level screening of customer needs, preparing files, assessing and compiling information, word processing, data entry, document filing, and scanning. An incumbent in this position reports to the Associate Registrar of the functional area and receives operational direction from the Supervisor.

ILLUSTRATIVE EXAMPLE OF DUTIES

- Provides front line customer service and information to students, staff, faculty and the general public regarding admissions, transfer credit, graduation, registration, student loans and awards processes, University programs, services, procedures, and policies. Redirects inquiries and refers people to other campus services as necessary.
- Answers Registrar's Office phone inquiries, re-directs calls, and handles emergency situations. Prepare responses to correspondence containing routine inquiries.
- Processes registration and course change forms as well as other admissions, registration, and records related material. Checks that the information and forms submitted are complete and conform to application or department requirements.
- Evaluates and scans documents as received. Enters information relevant to student records process. Ensures data entered is accurate.
- Enters information relevant to the admissions process (e.g. grades, test scores, English assessments, etc). Ensures data entered is accurate.
- Assists applicants in completing the application process by checking for completeness of file, determining what documents are still required, and writing appropriate communication to collect required information and advice of application status.
- Assists students with the completion of financial aid applications and other forms. Checks that the

information and forms submitted are complete and conform to application requirements.

- Ascertains appropriate financial and academic advising direction for students and schedules appointments with the relevant advisor or refers students to other campus services as required.
- Liaises with University departments for registration inquiries, override requests, and the processing of non-standard applications.
- Under the guidance of the Supervisor, identifies and gathers information regarding student issues, including determining whether an issue needs to be escalated to the appropriate area or authority, or it can be handled by the Student Information Services Officer.
- Makes recommendations to the Supervisor, and assists Records Officers, with implementation of new business processes and procedure improvements
- Requests, compiles, files, and updates information from University instructional and service areas and from other educational institutions. Distributes this information as required to a variety of internal and external areas.
- As applications are received, codes and enters application information. Conducts preliminary screening of applications including assessing for completeness.
- Prepares student files and data related to admissions, registration, transfer credit, and graduation.
- Maintains the integrity and confidentiality of sensitive information and systems
- Uses considerable judgement in the application of late fees and approval of backdated drops, registrations, and withdrawals.
- Participates in the development, design, testing, and implementation of new systems or upgrades used by the Registrar's Office.
- Maintains office records and files, mailing lists, appointment schedules, etc.
- Processes, updates and maintains permanent student records and files.
- Prepares official and student copy transcripts. Provides students with information on procedures for obtaining official transcripts.
- Prepares official enrolment letters for the support of study permits, visa applications, and off-campus work permits
- Places and removes holds on student accounts as advised by other departments. Notifies cashiers about students who are subject to exceptional application fees.
- Prepares and signs routine and non-routine correspondence, and other documentation related to admissions, registration and records.
- Sorts and processes internal/external mail.
- Issues new and replacement CapCard IDs to students, staff and faculty. Ensures building and room access associated with CapCards is up-to-date and accurate.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters.

- Under the guidance of the Supervisor, provides one-on-one instruction on assigned Student Information Services Officer tasks for new permanent and temporary staff.
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the applicable rules, regulations and procedures that govern the University and Registrar's Office activities.
- Considerable knowledge of the University's programs, courses, services and activities offered and knowledge of viable alternatives available for programs not offered by the University.
- Considerable knowledge of the University's policies and procedures governing admissions and registration.
- Considerable knowledge of Banner or another automated student record system.
- Considerable knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of word-processing and spreadsheet applications
- Considerable knowledge of the application of freedom of information and protection of privacy provisions to the operation of the department.
- Working knowledge of the University's policies and procedures governing transfer credit and graduation.
- Working knowledge of database applications.
- Working knowledge of office practices, procedures and equipment and operation of a busy customer service centre.
- Working knowledge of emergency services procedures.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to communicate effectively with a diverse public and use judgement in providing a high level of customer service.
- Ability to handle difficult customers appropriately and use tact and judgement while providing a high level of customer service.
- Ability to troubleshoot incidents and problems effectively and efficiently.
- Ability to establish and maintain effective working relationships with a diverse group of employees, students, external contacts, and the general public.
- Ability to follow oral and written instructions and communicate information effectively, both orally and in writing.
- Ability to work with constant interruptions and to maintain attention to detail.
- Ability to process and enter data accurately.
- Ability to learn assigned clerical duties readily and to perform them in accordance with established methods and procedures.
- Ability to assess information and service needs, and provide information regarding student records which includes admission procedures, educational planning, academic advising, and registration.
- Ability to quickly learn and retain a large body of general University information, including activities, functions, personnel, rules, policies, regulation, procedures, etc.
- Ability to make simple arithmetic computations and tabulations correctly.
- Ability to compose routine and non-routine correspondence.

- Ability to provide one-on-one instruction on assigned tasks to new and temporary staff.
- Ability to handle emergency telephone calls and situations.
- Skill in keyboarding at 50 wpm.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of one year (approximately 30 credits) of post-secondary education.
- Two years of related work experience, preferably in dealing with the public in an educational setting, with significant student contact.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.