



BCGEU POSITION DESCRIPTION

POSITION TITLE: Student Enrolment Services Officer
REPORTS TO: Coordinator, Student Enrolment Services
DEPARTMENT: Office of the Registrar
JOB CLASS: 9

JOB NUMBER: 149
INCUMBENT:
DATE CREATED: January 2015
DATE REVISED: March 2024

PRIMARY FUNCTION

The Student Enrolment Services Officer delivers customer-focused service to support student and KPU community experience as they navigate general and complex information and processes related to the Office of the Registrar. This position advises and provides information and support to students, staff, faculty, and the community via phone, email, in-person, and virtual services regarding KPU programs, services, Office of the Registrar functions, and university policies and procedures.

JOB DUTIES AND TASKS

1. Drives student success by providing information, explanation, clarification, and guidance to the KPU community regarding KPU programs, services, admission, registration, records, graduation, and university policies and procedures. Assesses the needs of internal and external clients to determine service requirements within Student Services, Faculties, and other KPU departments.
2. Presents a professional, welcoming demeanor as the first point of contact for students, staff and the general public, via phones, email, in person, and virtual services by representing KPU and playing a vital role in the KPU experience.
3. Supports enrolment by registering students, monitoring, advising, and making decisions regarding registration requirements and inquiries. Troubleshoots and finds resolution for registration issues such as course prerequisite, enrolment, timetable, and restriction errors.
4. Maintains strong KPU connections by liaising with departmental staff and service areas throughout KPU to ensure accurate, up to date information is provided to students. Supports and investigates various student-related KPU department inquiries.
5. Provides expertise and advice to KPU areas, such as Faculties, Advising, and International, with inquiries related to admission, registration, fees, student records, and graduation; provides resolutions to escalated and complex issues.
6. Provides customer-focused service to KPU students, staff, and the general public by providing clear, supportive and effective guidance through inquiries and issues.
7. As the central point of contact for KPU, manages a high volume of student requests and inquiries and responds in a timely, accurate, and professional manner. Receives complaints or issues and escalates concerns as necessary.
8. Supports and enhances the student experience by monitoring phone, email, in-person, and virtual service levels, and adjusts appropriately. Independently manages a complex schedule by multitasking a high-volume email account, phone system, virtual service, and in-person queueing system while managing projects and keeping up-to-date on information.



9. Advises students and processes documentation related to appeals, admission, registration, advising, records, MultiPass, and graduation. Evaluates document accuracy and completeness and processes as required.
10. Responds to and directs requests from external organizations including the Canada Border Services Agency (CBSA) and law enforcement, education verification agencies, and third parties, while ensuring compliance with confidentiality and privacy laws. Handles confirmation of enrolment requests and provides letters verifying education.
11. Provides administrative support by creating, maintaining, and updating student records to ensure accuracy and data integrity. Maintains and secures an accurate and confidential student information system.
12. Performs financial transactions including processing payments and preparing reconciliations. Advises on and investigates financial inquiries related to tuition, deposits, fees, and holds, including liaising with the Finance department.
13. Supports process improvement by maintaining procedural documents and meeting minutes. Participates in the review of procedures and services and recommends business practice improvements.
14. Delivers difficult, complex, and sensitive information regarding appeals, refunds, enrolment, and policies. De-escalates individuals in distress and guides them to appropriate resolutions and resources. Uses judgement and makes decisions in support of policy and student success.
15. Identifies and supports students in crisis, provides emotional support and refers them to appropriate supports and services. Liaises with KPU departments to ensure appropriate supports are provided to students.
16. Participates in testing the student information system (Banner) when new, upgraded versions are scheduled throughout the year, as well as integrated applications. Tests and reports issues and anomalies in Banner and escalates as appropriate.
17. Maintains office space by ordering and maintaining stock of university materials and office supplies. Operates various office equipment such as computer, scanner, and printer.
18. Engages in regular training and development opportunities in support of employee success. Participates in orientation and training of other employees as required.
19. Carries out related duties in support of the Student Services Division as required.
20. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training.

SUPERVISION RECEIVED:

This position reports to Coordinator, Student Enrolment Services, Office of the Registrar.

SUPERVISION/DIRECTION EXERCISED:

Assists with providing orientation and training to employees as required.



PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Creates and maintains confidential student records and updates student information on computer database. Operates various office equipment and maintains office materials and supplies. Standing and receiving phone inquiries for extended periods of time.

FINANCIAL RESOURCES:

Assesses, processes, and reconciles financial transactions.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent current knowledge of post-secondary education including KPU programs, courses, and services and ability to keep up to date with information, policies and procedures.
- Demonstrated exceptional customer service with the ability to create a positive and meaningful customer experience.
- Demonstrated interpersonal skills with the ability to patiently and effectively support a diverse range of people including the proven ability to de-escalate difficult, distressed or upset clients. Conflict resolution training is considered an asset.
- Proven aptitude for exacting and precise work with high levels of accuracy and attention to detail, including records management.
- Demonstrated ability to work in a confidential setting and demonstrated good judgment in dealing with sensitive and confidential information.
- Demonstrated ability to deal with sensitive situations calling for the use of empathy, diplomacy, tact and professionalism in the delivery of information and explanations.
- Proven ability to establish and maintain effective working relationships with colleagues, faculty, staff, and students.
- Ability to work collaboratively as an effective team player with all levels of the organization.
- Strong record of motivation and ability to work independently with little supervision and strong initiative.
- Ability to provide guidance, direction, training and education to others.
- Strong intercultural communication skills and experience interacting with people of various ages, backgrounds, cultures and languages. A second language is considered an asset.
- Demonstrated ability to respond to inquiries and complaints, and resolve issues in a timely and appropriate manner.
- Superior communication skills, including ability to identify customer needs and expectations and effectively communicate complex ideas and procedures.
- Excellent time management and organization skills, with the proven ability to prioritize based on organizational requirements, and to meet the demands of a fast-paced environment with frequent interruptions.
- Demonstrated proficiency to independently draft correspondence, meeting minutes, and other business communications based on knowledge of established styles, practices and policies.
- Proven ability to comprehend, communicate, and comply with established policies, practices, and procedures.
- Proven ability to take direction and complete assigned tasks on time.



- Ability to analyze and recommend improvements in business process, practice, and procedure.
- Demonstrated experience with financial transactions and reconciliations.
- Minimum of 40 WPM keyboarding skills with a high degree of accuracy.
- Strong computer skills, including web browsers, SharePoint, MS Word, Excel, Teams, Outlook, and virtual service platforms.
- Demonstrated ability to communicate effectively in English, both verbally and in writing.
- Ability to travel to and work at other campuses as required.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- A bachelor's degree.
- Minimum of two (2) years recent related office experience in a fast-paced service-oriented environment, preferably within the Office of the Registrar or post-secondary institution.
- Or an equivalent combination of education and experience.
- Demonstrated proficiency in a student/client records-based system at an intermediate level, preferably Banner.

Knowledge Skills & Abilities revised: March 2024
