

Dept: Faculty of Trades & Technology

Working Title: Apprenticeship Services Officer (609)

Date: June 2015

Job Class: 7

PRIMARY FUNCTION:

The Apprenticeship Services Officer needs to be familiar with trades programs within the Faculty to promote to potential students and external stakeholders. Evaluate and assess applications and independently make program registration (entrance) decisions programs based on established registration prerequisites for apprentice and non-credentialed programs. Acts as the initial contact when performing frontline responsibilities; providing information and assistance to prospective students and the public including student support services, processes documentation/applications and performs a variety of financial transactions.

JOB DUTIES AND TASKS:

1. Perform apprentice and non-credentialed program registration assessment functions:

- a. Respond to telephone, email and in person enquiries, including the general phone line and direct to appropriate resource as required.
- b. Update, verify, process, and input new student and applicant information as required.
- c. Coordinate apprentice and non-credentialed program registration activities and processes; compiling internal and external documentation, reviewing for accuracy in order to create student records.
- d. Respond to queries, both written and verbal, concerning documentation and apprentice and non-credentialed program admissibility/registration eligibility.

2. Responsible for the apprentice program and waitlist registration cycle; evaluate and assess applications, create and review student registration application information/records, and resolving registration problems such as data errors:

- a. Assist applicants with the completion of electronic and hard copy registration application forms to apprenticeships and non-credentialed programs within the Faculty.
- b. Process apprentice and professional program applications upon receipt to initiate student record creation and program coding.
- c. Make independent decisions to confirm or refuse applicants to apprentice programs based on established registration prerequisites, University guidelines, and enrolment numbers. Forwards unusual circumstances to supervisor for decision as appropriate.
- d. Administer program and waitlist enrolment from application to registration by monitoring and organizing applications, reviewing apprentice transcripts. Track and follow up with each applicant.
- e. Review and evaluate registration applications to ensure registration pre-requisites have been met.
- f. Draft responses to prospective students regarding their applications which consists of confirmation letters to successful applicants and refusal letters to individuals who do not meet registration pre-requisite requirements.
- g. Ensure accuracy and uniformity of materials sent to applicants throughout the registration cycle by monitoring information including email communications and comprehensive packages that are mailed.
- h. Coordinate registration and fee payment processes with Financial Services for apprentices (sponsored and unsponsored).
- i. Follow up and review each applicant to ensure reservation deposit and full registration payment is received within stipulated guidelines.
- j. Respond directly to applicants who are not qualified and provide explanation and offer viable alternatives without discouraging the applicant from attending university.
- k. Liaise with internal and external contacts/industry to coordinate registration and sponsorship documentation of professional program applicants; process appropriately.
- l. Identify anomalies in apprenticeship records (ITA Direct Access), under minimal direction troubleshoots and resolves issues.

- m. Monitor and maintain various tracking lists such as programs, registration/enrolment, identify waitlists, prepare reports and provide recommendations.
- n. Provide support with apprentice and foundation student final grade recording and submission in the BC Apprentice Training System within required deadlines. Resolve issues that may arise.
- o. Collect, compile and produce reports, forms, and various documentation for internal and external agencies (e.g. attendance, waitlist, contracts) for supervisors review. Distribute completed documentation to appropriate internal and external stakeholders for processing within required deadlines.
- p. Review and update apprentice information, coordinate class visits with external contacts to distribute information packages for programs (e.g. apprenticeship grants, financial supports, website resources).
- q. Continually monitors processes and recommends changes to improve workflow and activity.

3. As frontline student support and the initial contact; advise and provide support regarding institutional programs, admissions, registration, counseling, educational advising, financial assistance and other student services:

- a. Support and assess client and student needs; act as a solution finder, determine student support service requirements; re-direct appropriately.
- b. Respond to internal and external inquiries regarding Faculty programs, procedures and services.
- c. Distribute requests for admissions materials, brochures, forms and information packages.
- d. Liaise with faculty and staff regarding interview availability for prospective students within the Faculty and schedule interviews utilizing electronic calendars.
- e. Schedule appointments for students requiring vocational admissions testing or educational advising.
- f. Provide general advice and assist students with understanding admissions and registration procedures and policies for students.
- g. Respond to students in crisis, secure immediate assistance and re-direct to appropriate resource area.
- h. Assist applicants to complete internal and external forms and documentation.
- i. Assist students with on-line and paper applications, payments and changes to personal information.
- j. Advise applicants of admissions deficiencies utilizing published student record information.
- k. Receive, assess and distribute documentation for processing such as student appeals, transfer credit evaluation requests, transcript requests, credential and convocation applications, and requests for special approvals.
- l. Receive, distribute, process and assess requests for, and respond to, inquiries regarding confirmation of enrolment letters, scholarships and awards, pension and trust documents; redirect to appropriate Student Services department as required.
- m. Receive applications and supporting documentation related to admissions, and registration; verify accuracy and completeness, taking corrective action as required and distribute to appropriate department/area for processing.
- n. Receive registration or change in status applications, verify for accuracy, process and distribute as required.
- o. Create student records and register students in industry service programs and progressive apprenticeship programs, resolve registration issues such as computer data errors and changes.
- p. Assist students with on-line applications, payments and changes to personal information.
- q. Process clients' payments for services such as tuition fees, materials and customer vehicle invoices, provide receipts.
- r. Prepare payment summaries including verifying, balancing, securing information received, and allocate funds to appropriate accounts. Prepare financial reports and distribute to Student Enrolment Services for reconciliation processing.
- s. Maintain on-going communications with relevant department/area for accurate responses to applicant and student enquiries.
- t. Forward complex financial queries to the appropriate department.
- u. Process payments and issue receipts for commitment or industry service program tuition fees, other materials and service charges, provide receipts.
- v. Maintain and secure a confidential applicant and student record system.

4. Related duties and administration in support of the Office of the Dean:

- a. Support meetings and various Faculty committees, sub-committees, liaise with committee members, prepare agendas, record and transcribe minutes, gather and distribute materials; follow up on action items as necessary.
- b. Advise Coordinator of program and waitlist enrolment and scheduling data errors for correction.
- c. Perform various administrative support functions in support of the Office of the Dean.

- d. Assist with the planning and coordination of special events or meetings as required, including requests for catering, room rental and audio-visual needs. Attend and participate as required.
- e. Arrange, receive and sign for courier shipments and notify recipient. Collect and distribute mail as required.
- f. Maintain department paper and electronic files and filing systems for the Office of the Dean and initiate the archiving and storage of historical materials as appropriate and in accordance with FOIPOP regulations.
- g. Set up and maintain divisional binders and files
- h. Conduct campus tours as required.
- i. Attend and participate in community events as required.
- j. Assist staff in the Office of the Dean when requested by supervisor.
- k. Perform other related duties as assigned
- l. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to the Administrative Coordinator, Faculty of Trades and Technology

SUPERVISION/DIRECTION EXERCISED:

Assist with providing orientation to new and auxiliary employees as required.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Assist clients and students, receive various admissions, registration documentation and forms, verify for accuracy/completeness and distribute for processing. Set-up and maintain student files and update student information on a computer database. Makes independent decisions to confirm or refuse applicants to apprenticeship programs based on established registration prerequisites, University guidelines, and enrolment numbers. Reviewing and evaluating applications to ensure registration pre-requisites have been met; resolves anomalies with minimal guidance/supervision. Operate and troubleshoot various office equipment such as computer, and photocopier;

FINANCIAL RESOURCES:

Receive and process payments, reconcile daily summaries, prepare bank deposit and reconcile daily summaries. Follow up and review each applicant to ensure reservation deposit and full registration payment is received within stipulated guidelines.

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:

1. Diploma (preferably in Office Administration) or completion of two years post-secondary education supplemented by two years of related office experience. Post secondary work experience is an asset.
2. Proficiency with Student Banner or similar student/client records-based system at an intermediate level.
3. Demonstrated experience with student/apprentice registration processes.
4. Demonstrated exceptional customer service skills, including the ability to communicate patiently and effectively with a diverse range of people and situations.
5. Demonstrated knowledge of standard formats of letters, memoranda, spread sheets, taking and transcribing minutes and other instructional/business communications.
6. Demonstrated experience in daily cashiering functions, including reconciliations and knowledge of basic math.
7. Aptitude for exacting and precise work, including records management.
8. Demonstrated knowledge of University programs and courses and demonstrated ability to keep up to date
9. Demonstrated ability to produce accurate work which is consistent and professional in appearance and layout.
10. Demonstrated knowledge of routine office systems and procedures for reference filing systems and records keeping.
11. Demonstrated ability to respect and handle confidential information appropriately.
12. Full command of the English language, both written and verbal.
13. Ability to communicate patiently and effectively with a diverse range of people.
14. Ability to type 50 wpm accurately and operate standard office equipment.
15. Demonstrated intermediate skills in computer and internet applications (MS Word, Excel, Outlook

Calendar).

16. Proven ability to work both independently and as a team member.
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