



BCGEU POSITION DESCRIPTION

POSITION TITLE: Coordinator, Enrolment Services **JOB NUMBER:** 703
REPORTS TO: Manager, Enrolment Services **DATE CREATED:** June 2014
DEPARTMENT: Office of the Registrar **DATE REVISED:** January 2021
JOB CLASS: 13

PRIMARY FUNCTION

The Enrolment Services Coordinator oversees, organizes and implements Student Enrolment Services (SES) in the Office of the Registrar, and coordinates processes that directly influence the impact of student services regarding admission, registration, graduation, and retention of students across all KPU campuses. This position also oversees, coordinates, and trains SES staff.

JOB DUTIES AND TASKS

1. Oversees and coordinates the activities of SES:
 - Monitor, assess and evaluate service levels, and supports in the research, evaluation and implementation of options for change to services, practices, and procedures to better meet student needs and the needs of all KPU clients.
 - Assess, distribute, and coordinate scheduling and workload for the SES team including ensuring adequate staff levels are maintained across all campuses.
 - Troubleshoot system errors and issues, such as registration, fees, etc., and coordinate with departments as appropriate.
 - Develop, maintain, and update reference and procedure manuals, and training materials.
 - Monitor and provide input into the development of new SES procedures as required and initiate changes in accordance with policy.
 - Draft, review, send, and monitor SES correspondence.
 - Provide quality assurance monitoring of services given to all KPU clients.
 - Participate in the maintenance and development of the Office of the Registrar systems, including the student information system, by evaluating and testing system functions.
 - Compile various reports for presentation to the Office of the Registrar senior leadership.
 - Oversee, maintain, and recommend improvements regarding the KPU call center and queuing system.
 - Help identify, investigate and correct inconsistencies and errors in processes, procedures and systems.
 - Make recommendations for process improvement, including advising on timelines and deadlines for events and processes.
 - Create, review, and maintain documentation. Keep websites, signage, reference materials, and procedure manuals up-to-date.
 - Liaise with, evaluate, and process requests and inquiries from external organizations.



- Process, maintain, and update student record requests and changes.
 - Maintain privacy and confidentiality of student information.
2. Provides guidance, supervision, and leadership to the SES team:
 - Train staff in how to effectively handle difficult client interactions.
 - Support staff to resolve escalated client issues and complaints.
 - Provide leadership, support, and supervision for SES staff including recruiting, training, scheduling, assigning work and resolving performance issues.
 - Provide guidance and assistance to staff in carrying out SES processes, procedures, and services.
 - Monitor staff performance, provide feedback, and conduct performance assessments.
 - Mentor, train, and update staff in customer service, SES practices, and procedures.
 - Coach and encourage staff and team development.
 - Review, assess, and approve vacation requests, changes to staff schedules, and make recommendations for overtime, as needed.
 3. Oversees and processes financial functions and transactions:
 - Coordinate, monitor, and assist with staff financial transactions.
 - Troubleshoot and verify staff financial transactions and balancing.
 - Reconcile and maintain security of bank deposits.
 - Coordinate and maintain bank deposit pick-up logistics.
 - Provide quality assurance monitoring of the accuracy of financial transactions within SES.
 4. Provides guidance and advice to students and other institution representatives:
 - Interpret and explain Kwantlen Polytechnic University policies and procedures related to admission, transfer credit, registration, student records, and graduation.
 - Liaise with division, department, and faculty representatives on matters related to SES functions.
 - Exchange information with internal and external agencies regarding University policies, procedures, timeline, and program information.
 - Provide support to the Manager, Associate Registrar and Registrar in developing and implementing institutional policy related to SES functions.
 - Research, gather, compile and analyze various data for the Manager, Associate Registrar and Registrar as required.
 - Review and respond to general inquiries and complaints from students, staff, faculty, and administration
 - Handle and resolve escalated stakeholder issues and concerns.
 - Liaise with Student Accounts Receivable staff.
 - Assess potential candidates for positions in the Office of the Registrar through participation on hiring committees.
 - Participate in other KPU initiatives as required.
 5. Related duties:
 - Assist with convocation ceremonies as required.
 - Travel between campuses as required.
 - Ensure the availability of physical resources, office supplies, and equipment.
 - Assist in other related duties as required.



- 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:

This position reports to the Manager, Enrolment Services.

SUPERVISION/DIRECTION EXERCISED:

This position supervises Student Services Specialists and coordinates recruiting, training, scheduling, assigning work, conducting performance assessments, coaching and mentoring, and resolving performance issues.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Create, update, maintain, and process student record related transactions; Maintain, evaluate, and test the student information system; Release confidential student information according to procedure and current FOIPOP regulations to internal and external bodies and authorities, referring to designated personnel as required; Maintains confidentiality of sensitive information regarding students or staff; Order forms and brochures as required and maintains stock of office supplies and servicing of office equipment; Reconcile and maintain security of bank deposits and financial documents; Oversee and maintain call center and queuing system hardware and assets.

FINANCIAL RESOURCES:

Approve staff timesheets; Secure financial documents and information in safe; Receive, process, and reconcile payments; Provide input for budgets at Manager's request for Associate Registrar and Registrar.

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

- Demonstrated exceptional customer service skills, including dealing effectively with a diverse range of people and situations.
- Ability to identify, respond to, and handle confidential and/or sensitive issues and/or material with tact, diplomacy, and discretion.
- Experience coordinating, utilizing, and monitoring a telephone/call and queuing system such as Telax and Qless.
- Experience coaching and mentoring staff in a team environment.
- Experience in planning and presenting training activities.
- Experience in developing and administering employee performance standards, and conducting performance assessments.
- Excellent communication skills, both written and verbal, including experience in public speaking.
- Demonstrated analytical skills, including problem-solving and needs analysis.
- Excellent organizational skills, including the ability to multi-task, set priorities and meet strict deadlines.



- Ability to work independently, exercise good judgment and demonstrate initiative.
- Ability to develop flexible approaches toward work procedures and to improvise appropriate alternatives as required.
- Ability to establish and maintain effective working relationships with University administration, faculty, staff, and students.
- Ability to travel between campuses regularly.
- Aptitude for exacting and precise work.
- Knowledge of University programs and courses and demonstrated ability to keep up to date with credit, non- credit and continuing education University offerings, University and program admissions, transfer credit and registration policies, tuition fees, timetable changes, class cancellations, etc.
- Full command of the English language, both written and oral.
- Excellent interpersonal, organizational, planning, and coordination skills, including the ability to set priorities and meet deadlines.
- Experience overseeing, processing, and reconciling financial transactions.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- A minimum of five (5) years' experience in progressively responsible administrative support positions preferably in an Office of the Registrar at a post-secondary institution, including at least three (3) years' experience in an supervisory position.
- A minimum of two (2) years of post-secondary education or an equivalent combination of education and experience. Bachelor's degree is preferred.
- Formal training and/or extensive acquired knowledge in computing, including high level proficiency using BANNER Student, or a similar student records-based system and Microsoft Office.
- Experience and training resolving escalated and difficult client issues.

Knowledge Skills & Abilities revised:
