

## Support Job Position Description

### Section I: Position Information

Effective Date	2023-09-01	x Update Only	Classification Review
Position Title	Student Support Administrator		
Position Number	999524, 999525, 999527, 999528		
Classification Level	R2		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Department	Faculty of Business		
Reports To	Coordinator, Acad Supp Admin and Supp Services Trainer 999842		

### Position Summary

The Student Support Administrator will primarily assist with the processing of grades, exam processing, academic support, and general student support administrative duties.

The Student Support Administrator will monitor student progress and other retention duties that include reaching out to students who require further assistance. This will include outbound telephone contact, email, checking assignment status, etc.

The incumbent will also assist with other Faculty units and academic staff by monitoring student progress and providing retention activities such as course follow ups, monitoring end dates, draft assignment submissions, etc.

### Duties and Responsibilities

#### **Student Administrative Support - 80%**

##### ***Completion of student records:***

- ensure that students are in appropriate marking schemes based on course revision
- monitor contract start and end dates
- investigate and resolve SRM (Student Relationship System) incident tickets posted by Student Support Centre, Academics, or Academic Experts

- when applicable, scan multiple choice assignments in whole or in part prior to forwarding for marking
- verify final grades
- confirm student wrote correct version of examination
- log return of examination and to monitor location and turnaround times
- assign examination marking in cases where there is more than one possible marker
- log return of graded examination
- verify completeness and accuracy of student grades in Grades. Follow up with academics on incorrect/missed entries.
- archive student record
- process challenge for credit projects
- entry of quiz and assignment grades and monitor student progress within the LMS/third party systems
- solve problems related to student file completion
- continually monitor “incomplete” student files
- enter grades in GRADES if marker is unable to access student record and ensure that marker is paid for grading
- process “rush” grades
- provide unofficial grades when authorized and required
- process examination reviews
- deal with appeals of student grades
- ensure marking schemes and examinations in systems are correct
- act as a resource for academic experts and markers—provide keys, direct to policies, outline procedures, assist in use of systems

***Completion of Course and Project Support:***

- Maintain administration database with current academic information, course availability and delivery information.
- maintain examination files
- ensure security of files in both hard copy and electronic format
- ensure correct keys are in place for scanned examinations (when applicable)
- administration of online course openings, i.e. ensuring that marking schemes, exams and keys, and challenge procedures are in place
- Assist with special projects which may involve data collection, research for online enhancements, web development and maintenance.
- Assist trainer with development of training materials and entry of such into database and other user sites.



- Assist Course Production with the formatting and input of examinations, welcome letters and other administrative tasks as assigned.
- Other duties as assigned.

### **Student/Academic Support - 20%**

- Respond to undergraduate student inquiries via e-mail and other electronic communication mechanisms regarding university policies and procedures such as: admission and registration status, academic expert/professor availability, course contract dates, extensions, withdrawals, examination procedures, grades, challenge exam procedures, graduation, course materials inventories, and course availability.
- Assist with follow up contacts to students at risk of not completing their courses, upcoming deadlines, information collection, graduation, etc.
- Complete student retention activities (i.e. surveys, follow-up, inactive students, etc.)
- Refer graduate students to the Faculty Enrolment Services
- Refer students to senior advisors and other university departments for support.
- Interpret general program information and university policies and procedures for students
- Provide accurate information about admission policies and procedures, fees, financial assistance and awards.
- Log and track student inquiries (telephone, mail, e-mail or fax), requests and responses in the SRM system

### **Occupational Health and Safety**

#### **Employees:**

Responsible to participate in the AU OHS Program as required.

#### **Supervisors:**

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.



See: <https://ohs-pubstore.labour.alberta.ca/li008>

## Classification Factors

### Context and Complexity

- Must have an excellent knowledge of all AU policies and procedures.
- Must have an excellent knowledge of Faculty procedures and operation of undergraduate courses and programs, and a good knowledge of other AU programs.
- Must have an excellent knowledge of AU systems such as MuchLearning, GRADES, Banner, LMS, Brightspace, 0365 and Notes.
- Must be able to accurately identify technical issues.
- Must be able to identify and respond to what the student is requesting, effectively and expeditiously.
- Must display a great deal of tact and diplomacy.
- Must maintain a high degree of accuracy.
- Must work in a fast-paced environment under changing conditions with very high demand for services.
- Must have excellent communication, time management, and interpersonal communication skills, as well as the ability to deal with difficult people.
- Must maintain a high level of confidentiality and sensitivity, especially relating to controversial issues.
- Must maintain and promote a positive image of the university.
- Must be able to make quick, responsible decisions and respond quickly to both routine and unusual requests.
- required to meet Student Service Standards [benchmarks] set by AU
- requires a thorough understanding of the roles and responsibilities of academic experts, markers, and course coordinators within the Faculty, as well as the functions performed by other AU departments
- must independently prioritize a heavy workload on a daily basis to meet student service benchmarks and deadlines
- Will have access to a shared e-mail (aca) and logs to facilitate coverage and must be thorough without being invasive of coworker space
- In addition to supervisor, receives daily direction from assigned academics, professional staff, Program Director, centre chairs, and Dean.



### Work Problems

- Knowledge of Faculty Undergraduate and Graduate programs in order to be able to handle diverse problems and circumstances associated with the program.
- Must be able to work under pressure of large volumes of queries. Must deal with many types of people, including difficult people.
- Required to answer atypical questions that require quick analysis and interpretation of regulations, policies and procedures.
- Processing of accurate student final grades is a multi-step process requiring the ability to keep focus through constant interruption
- Because errors have a direct impact on student academic records, accuracy and attention to detail are essential
- Required to refer academic questions appropriately.
- Required to refer technical questions appropriately.
- Required to perform work with a high degree of accuracy.
- Must be able to resolve or refer existing student inquiries and difficulties as appropriate.
- Must be able to organize work on a daily basis to ensure efficient and timely processing.
- Must maintain excellent notes on student files to allow for seamless transfer between undergraduate student advisor work shifts.
- This position must demonstrate excellent customer service skills.
- The incumbent is expected to remain current with changing technologies and undergo continuous training.

### Authority

- Must exercise good judgment and decision-making abilities in the interpretation of information and communication with existing and
- prospective students.
- Must work with minimal supervision.
- Errors will have substantial impact on the student's academic career, i.e. unnecessary expense, time wasted, lack of pre-requisites inaccurate information, legal issues and delay of graduation.
- Poor communication will have major impact on the service standards of the university.
- Will use initiative in the resolution of student problems.
- Assign CUPE marking according to a variety of criteria and in consultation with the Director of Learning Services Tutorial
- Monitor marking turnaround times
- Must be able to determine whether a student should be referred for further counseling.
- Must exercise good judgment and decision-making abilities in the interpretation and communication with students and prospective students.

## Contacts and Communications

- Extensive daily contact with students
- Contact with academic, professional, support and contract staff from various departments of AU.
- Work closely with Production Team during course revision process
- Occasional contact with instructors or other personnel at collaborating institutions and associations
- Will have access to extremely confidential material and must adhere to guidelines and procedures established by AU in accordance with FOIP.

## Signatures for Section I

Incumbent Signature		Date
Supervisor Signature		Date

## Section II: Qualifications

### Qualifications

- Some Post-secondary training required, and Undergraduate degree preferred.
- Two years' experience in a post-secondary setting, preferably in student or customer service.
- A working knowledge of computer operating systems such as, 0365 including Outlook, Microsoft Word, Microsoft Dynamics, Excel, PowerPoint, Banner, Internet, Notes and electronic mail required.
- Excellent interpersonal, administrative, communication, time management and organizational skills required.
- Ability to work as part of a team to facilitate the student's learning process essential.
- Ability to prioritize work and meet deadlines essential
- Excellent knowledge of English grammar critical
- Experience in a post-secondary environment with exposure to academic systems such as: Student records system (Banner), Relationship Management system (CRM), MuchLearning, LMS systems, Library systems, Registry systems, Learning Services (Tutorial) systems, Finance systems,



Media production and Course Materials would be considered an asset.

- Extensive knowledge of AU's policies and procedures and academic courses and programs are considered an asset.
- Equivalent education and experience or a combination of these may be considered.

Signatures for Sections I and II

Department Head Signature		Date:
Executive Officer Signature		Date
Human Resources Review		Date