

Professional Job Position Description

Section I: Position Information

Effective Date	2024-05-02	<input checked="" type="checkbox"/> Update Only	<input type="checkbox"/> Classification Review
Position Title	Assistant Coordinator, Enrolment Services & Academic Records		
Position Number	998512		
Classification Level	A		
Position Affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual PB		
Department	Office of the Registrar		
Reports To	Coordinator Enrolment Services & Academic Records		

Position Summary

Consistent with University policy and the objectives and priorities of the Office of the Registrar, the incumbent will provide training to all Enrolment Services and Academic Records Unit staff regarding interpretation of policy and procedures, and all processes and functions within the unit. The incumbent is one of two resource people for Enrolment Services and Academic Records for interpreting policy & procedure within the unit. The two Assistant Coordinators will be responsible for all first level appeals requesting exception to the policies concerning Enrolment Services and Academic Records.

Other duties include assisting in the development and maintenance of policy, procedures, and calendar regulations concerning Enrolment Services and Academic Records by identifying areas that require review, assisting with the development of Unit training plans, strategic plans, updating training plans, monitoring staff progress through the training process as well as managing Unit reporting, statistics and developing and initiating other quality assurance activities for the Unit.

The incumbent will be required to work closely with the other Assistant Coordinator in the unit and the Coordinator, Enrolment Services and Academic Records to provide updates and information on day-to-day operations, how policies, procedures and calendar regulations are working and to recommend improvements to the Unit operations. The incumbent is one of two positions that will act as the back up to each other and to the Coordinator of Enrolment Services and Academic Records and will assume the day-to-day supervision of the Unit in their absence.

Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible.

Staff training will be carried out by both Assistant Coordinators and will consist of:

- Training of staff in all functions and services related to the Enrolment Services and Academic Records unit. The incumbent will check and review the activities of all unit staff on an ongoing basis.
- Preparing training plans and/or new procedure documents.
- The assignment of work to all unit staff to ensure that service standards are maintained, and work assignments are equitable.
- The teaching and demonstration of the steps to perform the tasks associated with the Junior, Intermediate, and Senior Enrolment Services Assistants.
- The evaluation of the learning and mastery of the tasks assigned to the Junior, Intermediate and Senior Enrolment Services Assistants.
- Data entering student information and requests into the systems used by the unit.
- Assist the Coordinator, Enrolment Services and Academic Records in identifying future systems needs and software tools required to perform or improve upon the work of the Unit.
- Evaluating whether staff are using system forms and software tools in the manner intended and as per step-sheets and training provided.
- The demonstration of how to correct data entry and other processing or interpretation errors, and the escalation of these as required.
- Assumes responsibility for the day-to-day supervision of staff in the unit during the absence of the Coordinator, Enrolment Services and Academic Records.
- Communicates and interprets policy and procedures for Enrolment Services and Academic Records to other AU departments and Centre's.
- Is considered the subject matter expert within the Office of the Registrar as well as the university community.
- Attends meetings in the absence of the Coordinator.
- Assists with user acceptance testing of systems and software when required.
- All other unit functions as required

Unit Operational Support

- Provides operational support and back up to all Unit related functions during staff absences and peak processing periods.

Appeals

- Back up and support to the Appeals Officer to address student appeals. This involves reviewing and responding to appeals from students relating to calendar regulations, policies and procedures concerning Enrolment Services and Academic Records.

Policy and Procedures

- Assist in the development of calendar regulations, policy, and procedures for the Unit. This includes recommending and writing new procedures, identifying where calendar regulations and policies require updating or development; as well as maintaining and updating the Unit training manual and associated documentation.

- Liaise with the Coordinator, Enrolment Services and Academic Records to provide information on the day-to-day operations of the Unit and recommend improvements.

Manage Statistical and Other Reporting

- Compiles Unit related processing statistics and maintains this data
- Develops and reviews monthly Unit reports and follows up on any anomalies or statistical inquiries such as queued course lists, manual processes for course pilots and other related issues.
- Develops and maintains statistical information related to appeals that are used in the Office of the Registrar's annual report.
- Monitor Unit emails and phone calls to determine trends and/or identify areas where improvements are required.

Other

- Attend meetings, as assigned, to provide operational insight and perspective on behalf of the unit and bring information back to the team.
- Assists with staff recruitment selection and performance appraisals for the Unit.
- Provides initial service and process overviews, as well as related information and instruction to University staff members who may be job shadowing staff in the Unit.
- Other duties as assigned.

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

Communication

This position has daily interaction with Enrolment Services and Academic Records staff in the capacity of Assistant Coordinator and resource person to provide procedural clarification and to aid in the resolution of student and staff identified issues.

Regular liaison with other units within the Office of the Registrar and other University departments with respect to policies, procedures and systems.

Frequent contact with students, alumni, Learner Support Services staff, Ombud's office, Accessibility Services, and Academic staff to explain and interpret Enrolment Services and Academic Records related policy/procedures and to solve problems experienced in the delivery of these services to students.

Regular contact with academic and other staff within the University to review and resolve Enrolment Services related problems, concerns and/or issues.

The Assistant Coordinators are the Primary contact for academic and other staff at external institutions for matters related to Enrolment Services and Academic Records.

Regular contact with personnel external to the institution such as APAS and other post-secondary institutions to clarify business process or resolve concerns and/or issues.

Supervision

Although not directly responsible for the supervision of staff in the Enrolment Services and Academic Records Unit, the incumbent will be expected to participate in the performance evaluation of Unit staff. As well, the incumbent will be the "Acting Supervisor" for the Unit during the absences of the Coordinator, Enrolment Services and Academic Records.

Impact of Service or Product

An inappropriate decision or error made at this level can have a substantial impact (i.e. on students, alumni) and further, could negatively impact the public's impression of the institution. (Errors will usually be identifiable but have a range of difficulty when it comes to correction.)

Errors in training become compounded as the trainee moves through the training schedule and have significant impact on students. Errors have a range of difficulty with regards to correction, once made.

Provides information to academic and other university staff and to staff at other institutions relating to Enrolment Services and Academic Records, regulations, policies, and procedures. The incorrect interpretation of this information can have a substantial impact on student and alumni service and institutional reputation. An incorrect interpretation of FOIP regulations, for example, could potentially lead to legal action against the University.

Independence of Action

The incumbent performs duties within the scope of institutional policy and departmental policy and procedures, as well as Calendar regulations, but substantial opportunity exists for considerable independent judgment.

The incumbent must react constantly to variable situations that are not encompassed by existing Enrolment Services and Academic Records policy, and Calendar Regulations as part of their duties in handling appeals and addressing day to day operational issues. These situations require analysis,

interpretation and evaluation of relevant data coupled with constructive thinking to resolve the situation and its impact and make recommendations regulation and policy development and revision, as well as process and service improvements.

Must deal with an unusual degree of uncertainty and variable conditions, including rapid changes in processes and technology, as well as new information.

Complexity

The incumbent is responsible for the overall training of staff in the Enrolment Services and Academic Records Unit in an environment where high volumes and shifting priorities are constant. This includes all policies and the systems used in the Unit. This requires an extensive knowledge of University policies and procedures, the ability to analyze and interpret the regulations, policies, and procedures and to be able to effectively communicate and teach this to new staff who may or may not be familiar with post-secondary operations.

The nature of service provided and the expectations within the Unit require that a high degree of accuracy be maintained. This necessitates a high level of attention to detail.

Responsible for testing any changes made to the related computer systems and software used to process requests and track items within the Unit. This requires an extensive knowledge of the systems and procedures used in the Unit. The incumbent is expected to be a “super user” with the ability to trouble shoot problems and make recommendations for resolution.

Responsible for responding to appeals from students related to Enrolment Services and Academic Records policy and procedures. This includes a review of the case to ensure policy and procedure has been followed.

Work to resolve student concerns. This may involve making recommendations for policy or procedure review to the Coordinator, Associate Registrar or Registrar. Advise the student of the outcome, if negative, suggest alternatives.

Planning

Works with the Coordinator, Enrolment Services & Academic Records and Associate Registrar Operations to develop Unit operational plans that are in alignment with department plans and the Strategic University Plan.

Signatures for Section I

Incumbent Signature		Date Select a date.
Supervisor Signature		Date Select a date.



Section II: Qualifications

Qualifications

The ideal candidate will have:

- A two-year post-secondary diploma and three years of progressively responsible post-secondary experience, or a combination of education and experience deemed acceptable to the University. Experience within a Registrar's Office or other high volume processing environment is preferred. A minimum of three years of this experience at a supervisory or trainer level is preferred.
- Previous formal training and/or supervisory training would be an asset.
- A working knowledge of the data entry and retrieval operations of a computerized information system.
- The ability to develop, maintain and implement procedures, training manuals and training plans.
- Excellent interpersonal skills, including the ability to understand, influence and serve students, colleagues and subordinates.
- Excellent written and verbal communication skills.
- Excellent organizational and analytical skills.

Signatures for Sections I and II

Department Head Signature		Date 2024-06-14
Executive Officer Signature		Date 2024-06-14
Human Resources Review		Date Select a date.