

Support Job Position Description

Section I: Position information

Effective date	2021-12-01	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Intermediate Academic Records Administrator		
Position number	998615, 998936, 999505, 999632		
Classification level	Range 2		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Virtual – Alberta (Remote)		
Department	Office of the Registrar		
Reports to	Coordinator, Enrolment Services & Academic Records		

Position summary

Briefly describe the main purpose(s) of the position.

Consistent with the policies of the University and the objectives and priorities of the Office of the Registrar, the incumbent will provide efficient and effective records service to AU learners, AU staff and external partners while ensuring the integrity of the processes related to the Academic Records unit. The incumbent will efficiently assess and process all outgoing transcripts and documentation accompanying the requests, outgoing APAS transcript reports, process final grades, letters of certification, name and address changes, verification of enrolment, process student identification cards and stickers, education verification, ASN clean up reports, provide course completion letters, and maintaining shared email accounts. The incumbent will independently resolve Academic Records related client inquiries that are within policies and procedures. She/he will serve as a resource person about records services and policies for the Office of the Registrar and the University community.

Duties and responsibilities

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

- Accurately and efficiently processes all related functions within the Academic Records unit.
- Reporting any duplicate student records to Enrolment Services
- Process student identification cards and updated stickers according to established policies and procedures.
- Process all outgoing transcripts and accompanying documentation where required
- Process letters of certification
- Process Verification of Enrolment, and related documents according to established policies and procedures.

- Accurately and efficiently enter data for name changes, address changes and other changes to student demographic information.
- Process Release of Information Waivers and Letters of Authorizations according to established procedures.
- Answers and addresses all incoming calls, email, and in persons related to the Academic Records unit, and sorting mail for the Office of the Registrar, and provides information to the clients in relation to university procedures and policies.
- Convert and upload incoming documents to PDF's for validating in Ephesoft.
- Assist with the resolution of student concerns, problems, or unusual requests by researching the related policy or procedures, making decisions within University policy or procedures, and where appropriate referring the issues to the appropriate individual, as necessary.
- Evaluate and recommend changes to policy and/or procedures regarding student academic records.
- Independently resolve records and transcript related student inquiries that are within established policies and procedures; and resolve or refer student, staff, or faculty inquiries that are outside policies or procedures according to established guidelines.
- Provide an information service, both verbal and written, for university students, staff, faculty, and outside agencies regarding the student academic record.
- Identify and resolve data inconsistencies within the student academic record.
- Performs and assists with various processes and functions within the Office of the Registrar
- Keeps up to date and informed on any changes within the unit
- Participates in all team meetings
- May be required to back up and support to the Enrolment Services team Other duties assigned by the Assistant Coordinator, Coordinator or Associate Registrar.

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

- A significant number of complex decisions, covering a diversity of areas are required, regarding the treatment of data in accordance with the complex guidelines and procedures of the Office of the Registrar. A high degree of confidentiality is required in all aspects of this position.
- The position will involve processes that are repetitive but involved. They require the assessment of complicated data through interpretation of that data and information obtained through student contact.
- Knowledge of all Office of the Registrar policies and procedures is required. An understanding of other University departments is also essential in dealing with student client inquiries.
- The quality of service in handling queries is extremely important to the effectiveness of the Department, the satisfaction of our students and the image of Athabasca University. Errors can substantially impact the image of the University.
- It is necessary to be able to identify problem situations and, correct them, recommend alternatives, or relay the precise nature of the problem to the appropriate unit within the Office of the Registrar or other University Departments.
- A sound knowledge and understanding of the Banner (SIS). Knowledge of how this system relates to different faculties using GRADES, and OROS systems is essential.
- High volume of queries directly answered, and some problems directly resolved.
- A high degree of organization is demanded in the performance of diverse tasks and will often have to be performed under time constraints.
- Must be able to deal with difficult clients in a professional manner.
- A high tolerance of disruption, exceptional job pressure, ability to manage time and the capability to recognize and set priorities is required due to continually changing procedures, increasing volumes of students and the unpredictability of student generated problems.

Work problems

- The functions of the Office of the Registrar are complex and changes in policies, practices and procedures contribute to the complexity. There are a variety of differing situations, which must be considered in the resolving or referring of student difficulties.

- Given the various situations encountered when handling queries, a thorough knowledge of the many functions and procedures of the Office of the Registrar is required as well as knowledge of the other University policies.
- Knowledge of the Freedom of Information and Protection of Privacy Act and the university Policy on Confidentiality is essential in determining what information can or cannot be released. A variety of requests from a variety of clients are frequently encountered.
- The ability to deal with a variety of telephone and email queries in a composed and professional manner.

Authority

Following general guidelines and working under minimal supervision, there is the need for sound judgment and decision-making abilities in interpreting and communicating information about services, policies and procedures in the Office of the Registrar. The accuracy and tone of communication is significant in building rapport and confidence.

Contacts and communications

- Extensive and comprehensive contact by telephone, in-person, mail, e-mail and FAX with students, prospective students, and the public.
- Daily contact by telephone, mail, e-mail, and fax with academic, professional, support and tutorial staff from various departments of the University.
- Frequent contact with related external institutions, agencies, and associations.
- Poor communication could have a significant detrimental impact on the office and the university.

Confidentiality

- The incumbent will have access to extremely confidential material in performing his/her duties and responsibilities. The incumbent is required to uphold the utmost degree of confidentiality and to conform to the regulations and guidelines as outlined in **The Athabasca University Policy Regarding the Collection, Dissemination and Confidentiality of Information Regarding Athabasca University Students** (as amended from time to time). Failure to comply with this policy may result in disciplinary action up to and including discharge.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications
Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Grade 12 education supplemented with 3 years of increasingly responsible clerical experience in an educational environment, preferably in a Registrar's Office. An equivalent combination of education and experience will be considered.
- Extensive knowledge of the AU calendar, policies, and procedures.
- Excellent interpersonal, communication, organizational and time management skills.
- Thorough investigative and problem-solving skills.
- Ability to work independently with minimal supervision.
- Working knowledge of data entry and retrieval operations in a computerized information system.
- Ability to work effectively under pressure and set own priorities.
- Ability to differentiate between information, advising and counselling. (Must be able to assess client's situation and own ability to deal with it.)
- Ability to use electronic mail.
- An incumbent in this position **may** complete a laddering and training plan to move into a Senior Academic Records position.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.

