

Support Job Position Description

Section I: Position information

Effective date	2025-03-20	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Student Service Specialist		
Position number	999553		
Classification level	R1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Virtual home office		
Department	Information Centre, University Relations		
Reports to	Coordinator, Information Centre (999848)		

Position summary

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

This position is critical for the ongoing enhancement and expansion of service to AU students promoting connection to an AU community. The incumbent will focus on onboarding and retention activities that facilitate learning success for distance learners.

The incumbent will work to support inbound and outbound service provided through the Information Centre with the expectation to assimilate and communicate the AU mandate.

The incumbent will work to support a student service culture and contribute to the coordination of integrated service options, which include phone calls, emails, web submission, social media and chat. The position requires comprehensive knowledge of Athabasca University courses and programs, policies and procedures, and proficiency with IT hardware and multiple software systems.

The incumbent will demonstrate commitment to service quality and efficiency and champion the efforts of the Information Centre team with awareness of how their individual and collective contribution facilitates student contact and connection with the AU community.

The incumbent will work with a high degree of autonomy and be included in coaching and training plans for new and existing staff.

This position involves working in a team-oriented setting that requires coordination and sharing of information using Customer Relationship Management (CRM) software.

Duties and responsibilities

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

Student Support (60%)

- Respond directly to diverse and specialized inbound student inquiries via telephone, email, web-submissions, social media and chat assisting team members in the Information Centre during peak service periods
- Review cases brought forward from Attendants in the Information Centre that require research and/or coordinated response involving other AU departments, escalating when required
- Provide in-depth information about services for undergraduate students making appropriate referrals to AU departments, resources and services as required.
- Assist students with interpretation of AU regulations, policies, and requirements.
- Promote self-service options including ask AU, FAQ's, websites, and other online resources.
- Refer students for career, educational or personal counseling where deemed appropriate.
- Maintain confidentiality, navigate sensitive issues and comply with FOIPP requirements
- Log and track escalated student requests and responses
- Work with autonomy in balancing workload and prioritizing tasks, seeking input from colleagues and direction from supervisor when required

Retention activities (25%)

- Provide support to Information Centre team for active involvement with current students with focus on outreach activities and intervention (ex: webinars)
- Consult with Web and Social Media teams to coordinate activities directly related to the resolution of student cases
- Act as resource for University Relations teams for policy and procedural referrals.
- On-going involvement with student orientation resources

Administrative support (15%)

- Assist with the development of frontline service resources, particularly those focused on communication with current students (templates, CRM tools, etc)
- Participate in staff training plans as directed by the Coordinator, Information Centre.
- Assist with maintenance and development of information databases (knowledge management) to assist team members in the Information Centre.
- Document and report student feedback; response to student engagement or retention campaigns when required
- Follow-up on student questions including active consultation with student service colleagues when required.

- 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

Context and complexity

The incumbent will focus on the triage and resolution of incoming student service queries across service channels making appropriate referrals to other service teams when required. The incumbent must be responsive to service volume and service levels, independently prioritizing work assignments. The individual will apply technical knowledge and system proficiency to respond to both inbound and outbound activities. This requires application of service competencies that vary depending on the specific contact channel used for each student query.

The individual will accurately apply university policy and procedure within the context of individual student cases. Resolution of student cases will require an assessment of student service history and student record data (admission, registration, finance, etc) in order to determine an appropriate response.

The incumbent will work directly with team members in the Information Centre and regularly consult with other members of student service teams. The individual must be cognizant of the scope of responsibility and service levels of other service teams and communicate effectively to set student service expectations.

The incumbent will be challenged to diffuse difficult student cases utilizing appropriate communication and interpersonal skills, escalating to supervisor when required.

Work problems

The incumbent must interpret each student case as unique and identify potential barriers, sourcing solutions and making referrals when required. The individual will diffuse stressful and difficult situations making appropriate referrals to other service units for relevant student support.

The incumbent will work within a fast-paced, high volume unit requiring task prioritization and the need to adjust to frequent interruptions. The individual will be challenged in responding to both inbound student queries and outreach campaigns.

The incumbent must be responsive to changes within the Information Centre team and assist the department with transition when new systems, business practices and policies are implemented.

The incumbent must recognize the implication of errors with respect to process, student records and advice, and work to resolve issues with understanding of the scope of individual responsibility and that of the institution.

Authority

The incumbent will represent and communicate the AU mandate and be responsible to effectively disseminate university policy and procedure within the context of unique student cases, escalating to supervisor(s) when required.

The incumbent will access confidential student record and service history data that requires application of FOIPP policy and procedure.

Contacts and communications

The incumbent will exercise excellent oral communication skills, applying active listening skills to determine each student's unique situation, information required, and solution to related issues.

The incumbent must demonstrate excellent written communication skills with ability to respond to queries in written form demonstrating proficiency and consistency in style, relevant content, and appropriate tone.

The incumbent will interact with university students, staff, academics, and management with discretion, professionalism, and positive disposition.

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.

- Undergraduate diploma with three years of experience in a post-secondary setting focused on student service. Equivalent education and experience, or a combination of these may be considered.
- Commitment to lifelong learning and value for continuous improvement demonstrated through previous work experience.

- The ability to work as part of a team and facilitate student learning goals.
- The ability to work independently, self-motivated and focused with excellent time management skills
- Understanding of post-secondary environment with extensive knowledge of university policies and procedures.
- Excellent interpersonal, communication, organizational and time management skills.
- Proficient knowledge of university systems and troubleshooting skills

Signatures for sections I and II

Department Head signature		Date
Executive Officer signature		Date
Human Resources review		Date