



Registration Officer

Registration
Student Services

Job Posting: U18-017 **Closing Date:** February 16, 2018
Position Type: Part-time Term **Location:** Lansdowne/Interurban Campus
Start Date: ASAP **End Date:** February 15, 2019
Schedule: Monday - Friday; 8:30 am - 4:30 pm/ 10:00 am – 5:30pm (31.5 hrs/week)
Salary: Pay Grade 10; \$25.60 to \$27.34 per hour
Replaces L. Fujino

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

GENERAL STATEMENT

Using a student-centered focus, the Registration Officer provides advice, guidance, and information to students, prospective students, and other key stakeholders to enable students to enroll and reach their educational and career goals. Completing program management and registration decisions for qualified applicants, the Registration Officer also works closely with schools, program chairs and leaders to ensure maximum enrolments are achieved in programs and courses. Incumbents will be expected to work at both campuses. Occasional evening and weekend work and travel, including between campuses, may be required.

Leadership and Teamwork

- Works collaboratively with others through organizational change and development;
- Takes initiative to identify operational or departmental challenges and opportunities, and make recommendations for improvement;
- Demonstrates a team-based orientation and contributes to team-based decisions;
- Provides guidance and instruction to others as it pertains to departmental functions, processes, and policies;
- Develops and maintains relationships with key departments, external communities, and organizations, building a network to keep up-to-date on changes relating to programs and to appropriately refer students.

Customer Service

- Demonstrates an understanding of customer service theory and principles;
- Understands, practices, and meets customer service standards and expectations;
- Responds to customer feedback in a sensitive and timely fashion; uses problem-solving techniques to resolve sensitive issues;
- Consults for matters requiring next level of intervention and/or makes appropriate referrals to the internal college community, external partners, and agencies.

Operations

- Maintains up-to-date knowledge and understanding of college programs and courses, general admissions, registration, and program participation requirements, deadlines, procedures and policies, as well as the related systems used by Student Services;

- Provides complete and current information regarding college programs, courses, and services as well as information, interpretation, and clarification regarding college policies and procedures;
- Liaises with Data Management, Systems and Scheduling to resolve anomalies, course conflicts, and other problems; completes block registrations;
- Manages program waitlists and CE course call lists; contacts waitlisted students and/or sponsoring agencies to ensure maximized enrollment;
- Prepares, reviews, and provides enrolment data and reports to the college community;
- Provides in-person express admissions and registration;
- Distributes registration packages in accordance with established protocols;
- Compiles prerequisite reports, analyzing their accuracy and to verify that registered students meet course requirements;
- Provides support to students on the registration/Camlink process;
- Develops and facilitates sessions to educate current students about the college environment, services, processes, policies, and post-secondary educational options;
- Contacts and maintains effective working relationships with external individuals and organizations, as necessary, to promote Camosun College as the institution of choice;
- Produces student documents and duplicate documents when requested and as appropriate;
- Maintains the integrity, security, accuracy, and consistency of student records;
- Understands and applies confidentiality under the *Freedom of Information and Protection of Privacy Act*;
- Verifies and reviews individual student financial accounts and electronic payment transactions for accuracy; processes and reconciles student payments;
- Fosters strong communication links with department chairs and other school personnel to fill programs and courses, address problems, and enhance service to students;
- Operates a call centre phone system and updates a phone tree, as necessary;
- Manages and responds to public facing email and electronic forms of correspondence;
- Participates in research in order to recommend new and innovative business processes and procedures to improve student education/care, best practices, and efficiency;
- Maintains and updates departmental procedures manual as required; provides input into the development of annual timelines;
- Under the direction of senior staff, performs system testing;
- Participates in the college's graduation ceremony preparation and other graduation activities, as required;
- Assists with, or delivers, training to other college or department personnel;
- Serves on college committees, as appropriate, and works on projects, as assigned;
- Performs general departmental duties such as telephone/counter service, data entry, ordering/stocking supplies, filing, collecting and distributing mail;

Performs duties similar in scope and complexity, as assigned.

QUALIFICATIONS

A two year post-secondary diploma and four years' experience in a Student Services or Registrar's Office which includes one year of experience in registration and/or admissions environment, or an equivalent combination of education and experience.

- Knowledge of regulations and policies related to student records and admissions;
- Demonstrated customer service skills, including the understanding the needs of traditional and non-traditional learners and working in an environment that values and nurtures diversity;
- Superior interpersonal skills and the ability to work collaboratively in a team-based environment;
- Demonstrated organizational, problem solving, and decision-making skills to multi-task, meet deadlines, and be flexible in a fast-paced, changing environment;

- Demonstrated communication and public speaking skills;
- Experience using an integrated student information database system;
- Proficient computer/technical skills, using all aspects of MS Office suite;
- Able to lift 25 lbs.

All interested candidates are encouraged to apply; to be considered for employment, applicants must meet the qualifications of the position and be eligible to work in Canada.

Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer