

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1634
Position Title: Registration & Records Officer
Incumbent:
Division: Office of the Registrar

Headquarters: Ayamdigut
Supervisor's Name:
Supervisor's Title: Associate Registrar
Date Description Completed: Jan 11 2021

PART II - SUMMARY

Reporting to the Associate Registrar, with a student-centered perspective, this position performs duties related to the registration process that include providing information, performing registration tasks, resolving routine and complex registration problems, accurate entry and management of data pertaining to courses, students, and student records. Supporting processes throughout the term by analyzing reports, updating, and running system processes. This position is responsible for updating, maintaining, and managing student information and student records within the student information system (SIS) and providing official institutional documentation from the SIS. The position is responsible for regularly communicating with current students regarding records, academic standing and responds to requests for service and information from university departments and other post-secondary institutions and performs other related duties.

A. Duties and Responsibilities

1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

Performs duties related to registration according to established policies and procedures by:

- Processing registrations and providing registration support for all credit and non-credit courses offered at any Yukon University campus.
- Processing drops, withdrawals, dismissals, and course cancellations and notifying sponsoring agencies when applicable.
- Providing timely, accurate information to students, public and university personnel on start dates, course length, waitlists, frequency of course offerings, tuition, and related course fees.
- Working with program coordinators and chairs to monitor and maintain the waitlist process.
- Diagnosing, troubleshooting, and resolving problems identified by students, faculty, and chairs by analyzing registration activity logs.
- Liaising with IT staff where technical assistance is required to solve registration issues.
- Monitoring, answering, and resolving registration and records enquiries through the online help ticketing system.
- Testing registration processes and assisting with the implementation of new modules or upgrades to the student information system.
- Assisting with the entry of new and revised course information and verification of information to ensure accuracy of course details including credits, contact hours, course titles, prerequisites, and restrictions.
- Assisting the Associate Registrar with beginning and end of term processes, including academic standing and Dean's List, following up on outstanding grades, producing and analyzing reports as required, updating and maintaining student information system forms; composing correspondence to faculty and students as a result of these processes.
- Performing data entry functions with accuracy and speed.
- Inputting, accessing, and retrieving student information.

- Generating a variety of statistical reports as required.
- Assisting with providing training for the student information system, training new staff in any data entry procedures.

Approximate percentage of job time above functions are performed: 50%

2. Other Principal Activities, in order of importance (describing for each what, why, and how, an approximate percentage of job time required, rounded off to the nearest 5%)

Performs duties related to student records and record management by:

- Entering final grades and processing grade changes; processing and monitoring the grade roll process and resolving errors.
- Advising faculty on and monitoring the incomplete grade process as per the academic regulations; processing the end of term process for incomplete grades.
- Maintaining student records by adhering to Yukon privacy standards and upholding confidentiality.
- Providing official university documentation to students and alumni, such as transcripts, T2202, and enrollment and education verifications, as required.
- Maintaining paper and electronic records as required and in accordance with the records retention protocols.
- Coordinating the transfer of paper records into the student information system.
- Maintaining records procedure manuals and ensures they are up to date.

Approximate percentage of time above functions are performed: 45%

3. Examples of Additional Divisional Activities which may be performed:

- Special projects
- Committee work
- Assist with transfer credit, graduation audit, and room scheduling, if required during peak times
- Other related duties

Approximate percentage of job time above functions are performed: 5%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:

One academic year.

B. Problem-solving and decision-making

1. a) List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with to perform the position's functions:

Yukon University Academic Regulations and Procedures
 Yukon University Policies and Procedures
 Yukon Privacy laws
 Canada Copyright Act

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

Interprets and ensures adherence to:

- Academic Regulations and Procedures
- Privacy laws
- Yukon University policies and procedures
- Canada Copyright Act

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

- Students – advice regarding registration and records, important university dates and deadlines, academic standing, academic regulations, and procedures
- Associate Registrar – recommendations for changes and improvements regarding registration and records with respect to student information system; protection of information, records, and student data; internal processes and procedures; and, updates to the Academic Regulations

b) Who normally makes the final decisions with respect to those recommendations?

Associate Registrar

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- Whether or not students are eligible for registration or to receive documentation
- Monitoring and collecting data on an on-going basis to ensure consistent application of academic rules on transcripts, evaluating GPA, academic standing, and graduation requirements. Incumbent ensures all transcripts and grade reports are accurate before they are sent to students or sponsors
- Scheduling of individual work activities, setting priorities among job tasks and providing accurate information to the public

b) What is the direct impact of those decisions?

- Accuracy and privacy of the student record to ensure compliance with Yukon Privacy laws
- Accuracy and currency of student records, ability of the public to enrol in courses
- Public reputation of the University as an accessible, supportive institution is dependent upon accurate program information, entry criteria, deadlines, etc.
- If work is not regularly prioritized, students may not be registered in courses on time, which may impact ability to obtain financial assistance, and ultimately may be unable to attend the University. If transcripts or other documentation are not processed in a timely matter, it may impact a student's financial assistance or admission into other post-secondary institutions.

C. Freedom to Act

1. Describe the way in which this position receives direction:

The incumbent sets day-to-day priorities and is responsible for scheduling their day. Occasional input will come from the Registration and Records team and Associate Registrar; University academic regulations, policies and procedures, and institutional goals and objectives.

	c.	assign work and review for quality/quantity
	d.	establish work priorities and schedules
	e.	change duties and responsibilities
	f.	participate with supervisor in employees' performance evaluations, <u>or</u> formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
	g.	recommend appointment or rejection upon completion of probationary period
	h.	interview employees with attendance or performance problems
	i.	act as first formal step in the grievance procedure
	j.	interview candidates for vacant positions in the unit
	k.	give opinion to supervisor on selection of new employees, <u>or</u> make final decision on selection of new employees
	l.	other (describe)

F. Key Personal Contacts

Who (position or groups)	Purpose	Frequency
Departmental team members	Advice, direction, assistance	Daily
Students	Requests, complaints, problems, information	Daily
Associate Registrar	Advice, direction, decisions not covered by policy	Daily
General Public	Requests, complaints, problems, information	Daily
Faculty	Requests, complaints, problems, information	Daily
University Staff	Requests, complaints, problems, information	Daily
Community Campuses	Requests, complaints, problems, information	Daily
YG Departments	Requests, information	As required

G. Tools, Equipment, or Machinery Used

Name	Purpose	Percentage of Time
Computer, tablet, scanners, copier	Registration, data entry, reporting, record management	90%
Office Equipment, e.g. phone, fax	Communication	10%

H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

Type	How Heavy	Percentage of Time
Equipment/materials	up to 15 kg	Less than 5%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

Type	Percentage of Time
Sitting	75%
Lifting, bending, reaching	10%
Standing	10%
Walking	5%

c) Describe any **physical hazards** present:

N/A

d) Describe special **physical conditions leading to discomfort**:

N/A

e) **Interpersonal Conditions**: Check any of the following conditions, which are normal and expected in the job and **give examples**:

X	High level of dissatisfied clients
	High level of emotional clients e.g. students having financial/personal problems
X	Potential physical abuse from clients
X	Regular critical deadlines e.g. short notice on workshop/travel schedules requiring booking of vehicles, obtaining supplies, payroll, hiring of contract employees, high level of irregular critical deadlines
X	Constant interruptions e.g. telephone and walk in clients
X	Instructions from more than one source e.g. instructions from Director and division staff
X	Students or staff under work related stress e.g. students in financial/personal problems

Examples in support of:

- Inquiries from dissatisfied clients in the areas of errors in the registration process, course information, instructors, account concerns, academic standing etc.
- Abusive communication and non-communication when unable or not permitted to meet needs, delivering undesirable information regarding academic standing, student holds.
- Year-round registration, funding, and related deadlines.
- High volume and demand from telephone, email, requests for documentation, end of term processing; interruptions from colleagues.
- Varying and inconsistent communication from program areas and departments.

f) **Travel Required**

- a) average number of trips annually
- b) average number of days per trip
- c) average distance per trip
- d) most frequent mode of transportation

I. **Organization Chart**

- Complete portion **above** dashed line whether the position supervises or not.
- Complete portion **below** dashed line if this position supervises others.

SENIOR MANAGER'S POSITION

Title: Registrar
Classification: ME04

IMMEDIATE SUPERVISOR'S POSITION

Title: Associate Registrar
Classification: Level 9

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Admissions Specialist

Title: Scheduling Coordinator

Classification: Level (under review)

Classification: Level 5

Title: Transfer Credit & Graduation Audit Specialist

Classification: Level (under review)

SUBJECT POSITION TITLE: Registration and Records Officer

SUBORDINATE POSITIONS: N/A

PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable)

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

Dean/Director or Designate

Incumbent

Date

Date

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills, and Abilities Required

- Two (2) years recent related experience within an educational environment using a student information system (i.e. Banner), preferably within a Registrar’s office.
- Ability to provide information, assistance and related services to the public, students, faculty, and staff in a pleasant, timely and customer focused manner.
- A demonstrated high level of proficiency in English (verbal and written) and the ability to communicate tactfully (both orally and in writing) with others.
- Ability to enter data accurately with a high degree of speed (minimum 45 wpm)
- Strong understanding of databases, data governance, and data quality.
- Familiar and understanding of application of computer systems to business processing.
- Proficiency with a variety of computer applications including word processing (MS Word), spreadsheet (MS Excel) and database software.
- Ability to pay attention to detail.
- High level of organizational skills.
- Ability to problem solve and take initiative to resolve problems.
- Ability to effectively organize and prioritize workload.
- Ability to remain calm during periods of stressful high volumes and deadlines and to meet deadlines as required.
- Ability to apply rules, regulations, and procedures within timeframes.
- Ability to act professional in an office environment.
- Ability to maintain and always protect confidentiality.

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

Diploma in a business or office related discipline, preferably with coursework in databases. A suitable combination of education and experience may be considered.

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position’s duties.

N/A

PART V – UNIVERSITY SIGNOFF

Comments

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

Director, Human Resources

University President

Date

Date

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:

Knowledge and Skills:	106
Accountability:	35
Mental Demands:	26
Working Conditions:	0

Total Points:	167
Pay Level:	BU06