

Yukon University
Statement of Qualifications
Records & Registration Officer

Department: Office of the Registrar
Location: Whitehorse, Yukon
Date: September 2022

Essential Qualifications (assessed in screening process)

Education and Training Diploma in a business or office related discipline, or equivalent, combined with strong knowledge of databases (preferably Banner) and Microsoft Suite of Software.

Demonstrated Abilities Ability to provide exceptional customer service, assess situations quickly, and assist students/clients appropriately, in person and over the phone. Experience applying rules, regulations, and procedures within specified timeframes. Above average writing and speaking skills. Working knowledge of how a post-secondary institute function. Ability to interpret academic documents. Ability to perform data entry with a high degree of accuracy.

Equivalency: A combination of education and experience may be considered.

Rated Qualifications (factors assessed through interview, etc.)

Knowledge of:

1. Post-secondary institutions and how they operate.
2. Knowledge of computer applications for student information systems.
3. Strong working knowledge of Microsoft Suite of Software.
4. Databases, data governance, and data quality.

Ability to:

1. Provide exceptional customer service and assess situations quickly and assist students/clients appropriately.
2. Present information to groups, via information sessions, group tours etc.
3. Interpret academic documents.
4. Apply rules, regulations, and procedures within timeframes.
5. Perform data entry with a high degree of accuracy.
6. Understand the application of computer systems to business processing.
7. Provide exceptional customer service and assess situations quickly and assist students/clients appropriately.
8. Provide a range of administrative and financial support services.
9. Problem solve and take initiative to resolve problems.
10. Remain calm during periods of stressful high volumes and deadlines, and to meet deadlines as required.
11. Maintain and always protect confidentiality

Personal Suitability:

1. Strong written and verbal communication skills are essential.
 2. Strong organizational skills and attention to detail.
 3. Effective interpersonal skills, particularly in a multi-cultural context.
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