

POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position No:
Position Title: University Navigator
Incumbent:
Division: Office of the Registrar

Headquarters: Ayamdigut Campus
Supervisor's Title: Director, Admissions
and Enrolment Management
Date Completed:
Revised:

PART II - SUMMARY (broad statement of why position exists):

Reporting to the Director, Admission and Enrolment Management, the University Navigator is a registrarial professional and a highly visible representative of the Office of the Registrar (OR). The University Navigator provides advising services to current and prospective students across the Office of the Registrar areas of responsibility including tuition and fee assessment, student records, registration, transfer credit, transcripts, exams, admission and recruitment. The University Navigator also facilitates referrals across the institution including but not limited to programs, schools, faculties and the Student Success team.

The University Navigator has knowledge and understanding of all areas of the registrarial profession to design, deliver and evaluate registrarial services for students. The University Navigator requires in-depth understanding of program regulations and requirements. The University Navigator uses knowledge of systems, policies, regulations and guidelines, and exercises professional judgment to solve problems.

The University Navigator provides advice to students and others by email, over the phone and face-to-face. They may be called upon to design and facilitate recruitment presentations to prospective students on campus, in high schools and at events across the country.

A. Duties and Responsibilities

1. Major functions - the most important activities or responsibilities required (describe what is done, how it is done, and why it is done):

a) Advising current and prospective students (30%) including:

- Responding to student/prospective student queries in person, on the phone, or through email
- Providing advice to prospective and current students across all areas of the institution, including tuition and fees assessment, student records, registration, admission, transfer credit, recruitment, transcripts, graduation, exams, prerequisite courses and academic integrity
- Escalating complex cases to subject matter expert within the Office of the Registrar or other area of the institution
- Working as a member of a university-wide network, to develop and administer processes that support coherence in the student experience.

- Researching, designing and delivering student advising programming for prospective students, parents, school counsellors and others, either independently or in partnership with recruitment and our First Nations Student Navigator staff
- Responds to student requests and provides recommendations extending beyond a student's presenting request including options and consequences, while incorporating relevant context and/or understanding an individual's personal circumstances as-described
- Identifying students in distress and referring students to resources and supports as appropriate
- Coaching students towards independence and self-direction by employing academic advising approaches including Appreciative Inquiry, that allow students to explore options and make informed decisions in their own best interest
- Using established NACADA academic advising core competencies when responding to student disclosures

b) Works to improve student experience (15%) including:

- In collaboration with the Student Engagement Coordinator, Marketing & Communications and the Manager, Student Success, developing, and delivering communication materials and social media content that supports student academic success
- Assuming institutional responsibility for the daily maintenance of the phone tree, outdoing messages, out-of-office messaging, relevant and timely cross-campus referrals
- Providing monthly student advising reports to the Director, Admissions & Enrolment Management confirming frequently asked questions, and all relevant advising metrics across modalities (phone, email, in-person).
- Contributing to projects across all Office of the Registrar business processes and services
- Making recommendations for enhancements to student services business processes to the Director, Admissions and Enrolment Management and the Associate Registrar
- Tracking student queries and concerns to identify systemic and operational barriers to student success and making recommendations about corrective action.
- Upholding and promoting established Office of the Registrar service principles

c) Recruits new students (25%) by:

- Travelling to recruitment fairs across the Yukon and outside the territory
- Promoting YukonU programs at various events
- Corresponding with school guidance counsellors and other external agencies
- Working with other staff to plan and coordinate recruitment and yield events
- Developing, delivering, and evaluating prospective student communications programming (e.g. live chats), workshops, presentations, programs and/or events in collaboration with the Director, Admissions and Enrolment Management and Associate Registrar
- Designing and conducting campus tours
- Designing, maintaining and implementing ongoing student staff training and onboarding

d) Supervises student jobs (10%) by:

- Hiring, scheduling and training students to provide tasks including Ayamdigut campus wayfinding for all members of the community
- Confirming daily priorities

- Supervising the development of student staff curated social media content

Approximate percentage of job time major functions are performed: 80%

2. Other principal activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%, e.g. 20%):

a) Completes administrative tasks such as:

- Collecting fees, cash/credit card transactions associated with transcripts, petitions, exams, etc
- processing departmental purchase requisitions, accounts payable/receivable authorizations, petty cash, and expense claims;
- preparing personnel documentation when required such as employment hires and time sheets; producing employment agreements and acting/authority delegation forms for personnel/finance approval, obtaining signatures, authorizing stipends and time sheets and ensuring they are received in payroll on time;

Approximate percentage of job time major function is performed: 10%

3. Examples of additional activities which may be performed from time to time:

- Represents the OR as a member of internal and external committees and working groups.
- representing the Office of the Registrar at internal/external meetings and functions as required such as university committees, meetings with partner agencies, and public relations events (e.g. Open Houses, luncheons);
- travel to communities
- other duties as required.

Approximate percentage of job time major function is performed: 10%

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?

Approximately one (1) year.

B. Problem-solving and decision-making.

1. a) List any Acts, Regulations, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions (e.g. Motor Vehicle Act, Business Corporations Act):

Yukon University Reconciliation Framework
Yukon University Strategic Enrolment Management Plan (2025-2030)
Academic Regulations
The University Act and Regulations

Yukon University's Administrative Policies & Procedures,
Yukon University's Academic Regulations and Procedures,
Copyright Act,
Agreements between Yukon University and partner agencies,
University Calendar,
Yukon Human Rights Act,
Collective Agreement between Yukon University and PSAC.

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

Yes - the application of all as required by job functions.

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

To the Director on procedures and processes for ensuring the most effective and efficient flow of information to and from the Office of the Registrar, and regarding improvements to administrative processes, and policy changes.

Recommendations to external community members and to current and prospective students concerning all services and supports available, as well as processes and steps required in order to meet their stated goal.

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

Registrar or Director of Admissions and Enrolment Management

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

- accurate information and advice provided to staff, students and outside agencies
- Meeting times and locations
- purchases within delegated limits
- hiring of students jobs and supervision of those roles
- work task priorities
- front-line problem-solving decisions
- planning of special events
- Approval of casual time sheets/stipends

- b) **What is the direct impact of those decisions?**

- Recruitment of students and their continued success
- Implementation of Strategic Enrolment Management goals
- Credibility and professionalism of Yukon University to both internal and external stakeholders
- Smooth functioning of the Office of the Registrar and effective assistance to staff, students, and public
- Support of a student learning-centred culture

C. **Freedom to Act**

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

From the Director, Admissions and Enrolment Management through requests and at regular meetings. However, incumbent is expected to work with independence and use good judgement and discretion when drafting and preparing responses and responding to verbal requests for information.

2. What legislation, regulations, procedures or established practices guide, constrain, or limit the activities of this position?

See B 1 (a)

3. How is the work of the position normally checked or evaluated?

Regular feedback from supervisor and through regular annual performance review.

4. What types of decisions are normally referred to the supervisor? (Give examples)

Decisions involving exceptions to policy or precedent, exposure to legal risk, irreconcilable competing interests, expenditures beyond delegated limits, responses to non-routine communications, major political or governance implications, final decisions on actions that will directly impact the Director, Registrar or Yukon University.

D. Financial Accountability

1. Program dimensions:

a) Annual Budget (for unit under the direct control of the position):

Fiscal year:	\$
Annual payroll:	\$
O/M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$
Recoveries:	\$

b) Who prepares this budget?

none

c) What is this position's accountability for budget once allotted?

none

d) Does position have authority/ability to reallocate resources?

none

e) Signing authority levels:

for

2. Other expenditures or revenue influenced by this position and how.

N/A

E. Management Supervision of Human Resources

1. No supervisory duties.
 x 2. Supervisory duties.
 a) Number of positions supervised directly:
 b) Nature of monitoring:
 x a) show colleagues how to do tasks
 x b) train other employees in work procedures
 x c) assign work and review for quality/quantity
 x d) establish work priorities and schedules
 e) change duties and responsibilities
 f) conduct employees' performance evaluations, or 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 option to supervisor on selection of new employees, or
 make final decision on selection of new employees
 l) other:

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
1. Director,	Consultation	Daily
2. Subordinate(s)/Peers	Work sharing/advice	Daily
3. Students	Information and follow-up	Daily
4. General public	Information	Daily
5. Other university staff	Information	Daily
6. Community groups	Information/scheduling	Daily
7. Media representatives	Information	Monthly
8. Community Agencies	Information/scheduling	Weekly
9. First Nations organizations	Information	Weekly

G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>Percentage of Time</u>
Computer/Printer	Word-processing/Data Base/Budgeting/	60%
-	Banner/FAST/E-mail/Communications/Admissions CRM	
Telephone	Communications	10%
Photocopier	Office/presentation materials	8%
Video/web conferencing	Connectivity for meetings	7%

H. **Working Conditions** - Describe any adverse conditions that are normal and expected in the job.

a) Describe **weights lifted**:

<u>Type</u>	<u>How Heavy</u>	<u>Percentage of time</u>
Supplies	15 kg	1 - 2%

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

<u>Type</u>	<u>Percentage of time</u>
Normal office environment	90%
Other activity (running errands, driving, etc.)	10%

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

<u>Type</u>	<u>Percentage of time</u>
None	

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

<u>Type</u>	<u>Percentage of time</u>
Extended periods sitting at a computer.	80%

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

- ☒ high level of dissatisfied clients
- ☒ high level of emotional clients
- ☐ potential physical abuse from clients
- ☒ regular critical deadlines (budget planning, meeting agendas and minutes, etc.)
- ☒ high level of irregular critical deadlines
- ☒ constant interruptions (various customers wanting information; students needing help, instructors needing information)
- ☒ instructions/requests from more than one source (because of the variety of people dealing with)
- ☐ other:

f) **Travel Required**

- a) average number of trips annually 5-10
 - b) average number of days per trip 2-3
 - c) average distance per trip 600 km
 - d) most frequent mode of transportation car or air
- Travel to communities for meetings and other presentations, including conferences.

I. **Organization Chart**

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

IMMEDIATE SUPERVISOR'S POSITION

Title: Director, Admissions and Enrolment Management
Classification Level: ME04

PEER POSITIONS: (other positions that report to the immediate supervisor)

Title: First Nations Navigator; Accessibility Advisor, Accommodations; Accessibility Advisor,
Learning Strategist

SUBJECT POSITION:

SUBORDINATE POSITIONS:

Title:
Classification Level:

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 assigned to the position I occupy.

President or Designate's Signature

Incumbent's Signature

Date: _____

Date: _____

PART IV - Qualifications

To be completed by the President or designate

A. Minimum Knowledge, Skills and Abilities Required

- Knowledge of strategic enrolment management and the stages of the post-secondary student cycle
- Knowledge of program advising including regulations and requirements
- Knowledge of post-secondary academic structure including faculties, schools and programs.
- Knowledge of basic admissions and registrations processes
- Knowledge of student supports and services
- Experience working in a cross-cultural context
- Knowledge of basic research methods
- Excellent administrative, organizational, financial and written communication skills and experience applicable to the Office of the Registrar;

- Strong ability to analyse and respond to multiple request and/or issues systematically;
- Ability to judge many competing demands and set effective priorities;
- Comprehensive computer skills for word-processing, desktop publishing, databases, spreadsheets, communications and research;
- Ability to work independently, make decisions and act under pressure to meet tight deadlines;
- Ability to promote, persuade, and communicate effectively both orally and in writing;
- Working knowledge of protocol expectations of internal senior academic leadership;
- Advanced knowledge of office practices and procedures;
- Demonstrated leadership in advancing initiatives;
- Organizational skill for coordinating student staff;
- Excellent interpersonal, customer service, and group facilitation skills;
- Excellent writing skills for drafting correspondence, briefing documents, reports;
- Ability to handle sensitive and highly confidential information, documents and situations;
- Sensitivity to cross-cultural/ international issues.
- Excellent coordination skills with an understanding of project management.

B. Licences, certificates required – Give title and section of any legislation, regulations, or other authority where applicable.

Minimum Bachelor's degree level of education (in Communications, Business, Arts or Sciences)

Valid Driver's license

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

PART V – COLLEGE 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 Resource Services

College President

Date: _____

Date: _____

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:

Knowledge and Skills:

Accountability:

Mental Demands:

Working Conditions:

Total Points:

Pay Level:

