

IDENTIFICATION

Job Title:	University Navigator	Division:	Office of the Registrar
Name of Immediate Supervisor:	Yoshie Kumagae	Position Number:	YCXXXX
Supervisor's Title:	Manager, Recruitment, Admissions and International	Effective Date:	May 2026

Purpose of the Role

The University Navigator provides comprehensive advising and support to prospective and current students, ensuring they can navigate Yukon University's programs, policies, and services effectively. This role enhances the student experience by delivering accurate information, guiding decision-making, and facilitating referrals across the institution. The University Navigator contributes directly to Yukon University's mission by promoting student success, engagement, and informed decision-making.

Without this position, students may experience difficulty navigating University programs, policies, and services, leading to inconsistent support, delays in accessing information, and reduced student satisfaction and retention. The absence of this role would also increase operational pressures on faculty and staff by reducing centralized coordination and advising support.

Key Responsibilities

1. Advises prospective and current students on academic programs, registration, tuition, transfers, exams, and other university services, providing accurate information and coaching for independent decision-making
2. Designs, delivers, and evaluates student-focused programs and presentations to support recruitment, retention, and student success initiatives.
3. Develops and maintains effective communications and referral processes across the university to ensure seamless student experiences.
4. Recruits new students through outreach, campus tours, and events, representing Yukon University internally and externally.
5. Supervises and coordinates student staff, including hiring, training, scheduling, and performance guidance.
6. Monitors student inquiries and feedback to identify systemic barriers and recommend process improvements to the Office of the Registrar.
7. Supports the administrative operations of the Office of the Registrar, including transactions, documentation, and reporting.

People Leadership

The University Navigator supervises student staff, providing direction, training, scheduling, and performance oversight. The role requires the ability to coordinate a small team, delegate tasks, and model professional standards. Leadership extends to thought leadership in advising practices, recruitment strategies, and collaborative projects across Yukon University.

JOB ELEMENTS

Decision - Making

This position provides guidance and determines appropriate next steps for student inquiries in accordance with established policies and procedures. The incumbent is responsible for prioritizing workflow, scheduling, and student staff assignments to support operational needs, while also recommending process improvements to enhance service delivery, student advising effectiveness, and front-line recruitment and administrative operations.

Communication and contacts

- Regularly interacts with students, parents, school counsellors, faculty, and internal university staff to provide guidance, answer questions, and facilitate referrals.
- Creates and delivers presentations and workshops to prospective students and external partners, promoting programs and services.
- Prepares written communications, reports, and social media content to support student engagement and recruitment initiatives.
- Collaborates with university leadership and cross-functional teams to ensure consistent messaging and effective service delivery.

Knowledge and Experience

Education:

- Minimum Bachelor's degree in Communications, Business, Arts, or Sciences.

Knowledge and Business Acumen:

- Knowledge of post-secondary academic structures, strategic enrollment management, student advising practices, and admissions/registration processes.
- Experience in cross-cultural contexts and working with diverse student populations.
- Strong administrative, organizational, analytical, interpersonal, and written communication skills.
- Proficiency with software for word processing, databases, spreadsheets, communications, and research.

Experience:

- Minimum 2–3 years of relevant experience in student services, recruitment, or academic advising (preferred).
- Valid driver's license for travel to recruitment events and community engagement.

Specific Working Conditions & Requirements

- Occasional travel to Yukon communities and recruitment events outside the university.
- Must manage multiple priorities and respond to constant interruptions in a fast-paced, student-centered environment.