JOB: Clerk/PB7  
TITLE: Student Support Assistant

DEPARTMENT: Student Support Services  
POSITION NO: 992460, 995546, 997884, 997965, 997966, 997969

SUPERVISOR: Manager, Student Support Services  
LAST UPDATED: June 2016

SUMMARY:
Student Affairs at the University of Victoria helps to transforms students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Indigenous Affairs, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision “to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world.

As part of the larger Division of Student Affairs at the University of Victoria, the Office of the Registrar (OREG) places students at the centre of its operations in the provision of core institutional services and systems. The services offered by OREG include undergraduate and graduate admission, registration, course/exam scheduling, academic records management, curriculum/calendar, scholarships/financial aid and graduation. The Office of the Registrar collaborates closely with academic and administrative partners as well as external stakeholders to provide outstanding service and support to students, parents, faculty and staff.

The University of Victoria is one of Victoria’s largest employers and one of Canada’s best diversity employers. Together we are more than 5,000 dedicated faculty, librarians and staff supporting the University of Victoria’s diverse academic programs, world-class research and commitment to civic engagement.

Student Support Services (SSS) is a unit within the Office of the Registrar (OREG) which provides services to current and former students, as well as to faculty and staff of the University. As part of the Division of Student Affairs, the unit is committed to being a partner in supporting student success and providing service excellence. SSS staff work as a team to ensure a high level of service within a busy environment with tight deadlines driven primarily by Calendar deadlines.

Reporting to the Manager, Student Support Services, the Student Support Assistants act as the face of the Office of the Registrar and support applicants, current students, alumni, their families and the general public by providing outstanding customer service and detailed information concerning University of Victoria policies and procedures pertaining to: undergraduate admissions, records, registration, transcripts, examinations, and grading. Student Support Assistants are also familiar with services offered by other offices across campus and are able to identify and connect students with appropriate supports outside of Student Support Services and the Office of the Registrar to ensure their needs are met.
MAJOR RESPONSIBILITIES AND DUTIES:

1. Frontline Student Service & Support – 30%

Duties:
• Acts as the first point of contact for inquiries relating to undergraduate admissions, undergraduate records, graduation services, transcripts, course registration, and grades
• Provides excellent customer service in person, over the phone, and by email to ensure a positive student experience
• Receives and responds to inquiries in a timely and professional manner, adhering to established service standards and providing accurate and timely referrals when resolution on first contact is not possible
• Adheres to and explains University of Victoria policies, procedures, and Calendar regulations
• Assists students in the completion and submission of Office of the Registrar forms; checks for completeness and accuracy to ensure efficient processing
• Receives and processes requests for Study Permit Letters both online and in person; troubleshoots and advises on issues with student status or registration that may prevent issuance of a Study Permit Letter
• Guides students in accessing Verification of Enrolment documents via online student portal, and/or processes requests manually as required
• Completes forms confirming enrolment dates, program, and status for RESPs, financial institutions, health benefits and other purposes
• Distributes degree parchments and convocation booklets in-person to graduates who did not attend a convocation ceremony

2. Registration Support – 20%

Duties:
• Provides expertise and advice regarding registration and waitlisting procedures, policies, and Calendar regulations to students, staff, and faculty
• Receives and processes non-standard course registrations, including Auditor and Pro Forma Registration forms, uStart and Pathways registration, and Course Challenges
• Investigates registration log history and interprets registration errors and/or holds that prevent student access to registration
• Updates student contact information and biographic data, including changes of name, gender, immigration status
• Updates the student information system (Banner) to reflect decisions from Requests for Academic Concessions and the Fee Reduction Appeals Committee
• Updates student and alumni records in Banner upon receipt of weekly Deceased Reports and/or Notifications of Student Death
• Processes requests from the Affiliate Identity Management Systems (AIMS) by establishing an identity record for the affiliate in Banner
• Updates and assists in the preparation of student and campus user resource materials, including Registration 101 and step-by-step online registration tutorials

3. Grading & Requests for Academic Concession – 20%

Duties:
• Provides expertise and advice regarding grading practices, grade submission deadlines, Requests for Academic Concessions, and related procedures, policies, and Calendar regulations to staff of the Office of the Registrar, academic units, and students
• Runs daily grading jobs to push grades entered by instructors to student information system (Banner)
• Processes grading related forms received from academic units including grade change and Course and Workterm Challenge forms; runs missing grade and cleanup reports to ensure accurate student records are maintained
• Facilitates the grading and/or approval process for Requests for Academic Concession, and Requests for Reviews of Assigned Grade by providing all necessary documentation to the academic unit and updating the student record as required
• Monitors and adjusts registration offer response times related to wait list processing

4. Transcript Issuance – 20%

Duties:
• Prioritizes and processes transcript orders (regular or priority) received online or by paper, ensuring established service levels are maintained
• Processes courier orders as related to transcript delivery
• Uses microfilm or digitized images to produce transcripts for students whose academic records predate the computerized records system
• Runs batch processes following the awarding of degrees twice annually and issues transcripts previously requested as “hold for degree”
• Receives and processes multi-student requests for transcripts from academic units and departments on campus
• Ensures quality of all official transcripts produced by conducting quality assurance checks

5. Accept & Process Payments: 5%

Duties:
• Processes in-person payments by cash, credit, debit, cheque, and money order
• In compliance with Payment Card Industry standards, processes credit card payments via telephone through a third-party payment website (Moneris)
• Reconciles financial transactions on a daily basis to ensure accurate accounting procedures are followed; closes cashier session in Banner daily
• Provides reconciliation paperwork to Administrative Assistant daily to be included in the Daily Cash Report
• Maintains an accurate log of daily opening and closing float totals and reports any discrepancies to the Administrative Assistant immediately

6. General Office Support – 5%

Duties:
• Sorts incoming mail, receives and signs for courier deliveries and distributes to the Digital Document Clerks for scanning and indexing, and/or to other OREG staff as appropriate
• Tidies and organizes the lobby area and maintains adequate stock of all Office of the Registrar forms and publications
• Maintains adequate office supplies both at front counter stations and at lobby tables for student use
• Updates and posts temporary signage notifying students and other visitors of non-standard office closures

REQUIRED QUALIFICATIONS:

Skills:
• Demonstrated ability to work well in a team environment that requires collaboration and contribution from many sources
- Excellent listening, written and verbal communications skills; ability to maintain a high level of customer service and communicate congenially in stressful situations
- Sensitivity to cultural differences and ability to effectively communicate with people of all ages and backgrounds
- Ability to input data and handle sensitive information and instructions with a high degree of accuracy while managing frequent interruptions
- Strong organizational and interpersonal skills
- Ability to work independently and within a team environment
- Ability to handle varying workloads under pressure, processing a large volume of work and adhering to multiple deadlines
- Ability to handle complex and sensitive interactions, exercising initiative, good judgement, tact and empathy when dealing with situations involving students, which may involve emotional or stressful circumstances
- Ability to lift cartons of paper up to 20kg in weight

**Specialized Knowledge/Education:**
- Post-secondary diploma or certificate in a related field. An equivalent combination of education, training and experience may be considered
- Strong working knowledge of Microsoft Word, Excel, Outlook, and SharePoint
- Knowledge of University of Victoria campus and policies, procedures and Calendar regulations is considered an asset
- Knowledge of Student Information Systems and database programs; familiarity with and experience using Banner is considered an asset
- Knowledge of FOIPP regulations

**Experience:**
- Minimum 3 years’ experience working within a post-secondary institution or a comparable office environment
- Experience with computerized Student Information Systems and database programs, including Banner, FAST and Viewcat, considered an asset
- Experience with creating procedural and/or training documentation
- Demonstrated ability to work well in a team environment that requires collaboration and contribution from many sources
- Demonstrated experience working quickly and accurately on a variety of tasks with frequent interruptions

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