UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk PB7
TITLE: Undergraduate Records Support Clerk

DEPARTMENT: Undergraduate Records
POSITION NO: 992456 & 992457

SUPERVISOR: Records Officer, Undergraduate Records
LAST UPDATED: October 2017

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.

Undergraduate Records is a unit within the Office of the Registrar (OREG) that is committed to being a partner in supporting student success and providing service excellence. Undergraduate Records 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 Records Officer, the Undergraduate Records Support Clerk is an important member of the Undergraduate Records team. The Undergraduate Records Support Clerk provides administrative support to UVic undergraduate students and assists the Records Clerk and Records Officer during the selective program evaluation cycle. Responsibilities include processing applications for admission to selective programs and responding to enquiries from students and administrative staff.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Monitor applicant documents and pre-screen files. (30%)
**Duties:**
Using judgment and knowledge of the requirements:
- Monitor and track applicants’ progress during the evaluation cycle
- Scan paper documents and index to applicants’ records via BDADMS Xtender system using multiple codes
- Assess and validate scanned documents processed by the Scanning Team to ensure correctly indexed codes are on the applicant’s checklist and maintain quality assurance
- Evaluate whether transcripts and assessment scores are official, unofficial or fraudulent; update coding in Banner and take appropriate action
- Edit and update Excel spreadsheets, or equivalent, for selective programs as additional information is received
- Pre-screen files to determine when there is sufficient information for a Records Officer to complete an evaluation
- Record and perform program/entry point changes as requested by the applicant or department
- Run and interpret AIRS reports to identify applicants and their status during various stages of the evaluation cycle
- Create and maintain statistical reports regarding selective programs

**2. Responsibility:** Examine applications and initial documents for evaluation (25%)

**Duties:**
Using judgment and knowledge of the requirements:
- Determine whether it is appropriate for the application to be submitted to Undergraduate Records and re-route if necessary
- Assist students with difficulties they encounter with the online application process
- Edit data from the application into the Banner Student system
- Review academic background information provided by the applicant and determine the correct required documentation
- Identify required fees and request refunds when appropriate
- Upload documents required for the evaluation of the application ensuring documents are correctly indexed and modify if necessary
- Search for previously received documents in Xtender and copy to current SAAADMS application
- Create Excel spreadsheets, or equivalent, for selective programs with applicant data, to be used by the Records Officer and departmental contacts during the evaluation/selection process
- Check for registration holds and academic standing

**3. Responsibility:** Monitor and respond to enquiries. (20%)

**Duties:**
Monitor and respond to enquiries via telephone, email, letters, in person in the following ways:
- Act as the Undergraduate Records contact for application enquiries to assigned selective programs
- Recognize diversity and cultural differences during interactions with applicants; use different communication styles to better meet the needs of a variety of applicants and non-native English speakers
- Provide student-centered service that ensures an excellent application and evaluation experience
- Verify the identity of applicants or their designated representative (proxy)
- Adhere to ethical and confidentiality guidelines as indicated by Freedom of Information & Protection of Privacy (FOIPOP) act, and follow ethical and confidentiality guidelines of the institution
- Provide general admission and processing information by answering questions from applicants and their designated representatives regarding required documentation, the current status of their file, timing of decisions and transfer credit
- Provide information to refused applicants regarding appeal process
- Identify when it is more appropriate to forward the enquiry to a Records Officer or other campus contact
- Liase with department personnel for assigned selective programs

### 4. Responsibility: Maintain data in student information systems. (15%)

**Duties:**

Regular maintenance of data in multiple Banner Student System forms:

- Update address and other biographic information in SPAIDEN, SOAFOLK, etc.
- Adjust immigration status in GOAINTL to ensure the correct tuition fees are charged
- Create and update checklist item codes in SAAADMS; update items descriptions and status indicators
- Prepare refusal letters for applicants refused for admission to the program by the Records Officer
- Track progress of evaluation process in AIRS and enter departmental decision codes in SAADCRV
- File applications using appropriate filing procedure
- Manage and maintain waitlists
- Maintain and update data in other Banner forms as required

### 5. Responsibility: Other office duties as required (10 %)

**Duties:**

- Update training manual for casual clerk position
- Maintain confidential student files – filing, archiving, confidential shredding
- Assist the Records Officer in research projects by gathering information through in-house reference materials or other credible online resources
- Process letters of permission and leave of absence notifications
- Support selective program clerks with scanning of assorted documents (e.g. academic standing letters, transcripts, etc.)
- Assist with other projects as required

### REQUIRED QUALIFICATIONS:

**Skills:**

- Proven advanced clerical skills in a post-secondary institution or equivalent administrative office setting
- Strong customer service background and experience in dealing with highly sensitive, very detailed and confidential issues is essential
- Ability to handle a high volume of email and phone correspondence
- Highly organized, able to problem solve and manage high volumes of time-sensitive information accurately
- Ability to communicate effectively, exercise initiative, good judgement, tact and diplomacy when dealing with students and staff
- A dedication to maintaining a high-level of accuracy

**Specialized Knowledge/Education:**

- High School Graduation
- Demonstrated knowledge with Microsoft Office and Microsoft Windows platforms
- Knowledge of various policies and procedures
- Understanding of the Freedom of Information & Protection of Privacy (FOIP) as it relates to student records, as well as the ethical and confidentiality guidelines of the institution

**Experience:**
• One year advanced clerical office experience
• Working experience with Microsoft Office and Microsoft Windows platforms, Student Information Systems such as Banner, as well as online information systems such as the Uvic website and My page is considered an asset
An equivalent combination of education, training and experience may be considered

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