

**Posting #24-066CU**

## **Enrolment Services Coordinator**

### **Office of the Registrar**

### **Regular, Full-time**

#### **Purpose**

Reporting to the Associate Registrar, Enrolment, and working closely with the University Registrar, the Enrolment Services Coordinator is accountable for leading enrolment services activities in the Office of the Registrar at UNBC, which includes frontline services for the Office of the Registrar (including the International Centre), as well as document production and management of student records. This position supervises a team of seven staff who support enrolment services work.

#### **Responsibilities**

Duties include but are not limited to:

- Planning, coordinating and supporting enrolment services cycles for the Office of the Registrar and the International Centre, which includes: frontline services, education verifications, enrolment verifications, official transcripts, lawyer's requests, DLI reporting, and study permit tracking;
- Coordinating and supporting international student processes, such as international student insurance, agent commissions, and student refunds;
- Coordinating and supporting inbound and outbound student exchange enrolment;
- Supporting IRCC Letter of Admission verification and Ministry of Post-Secondary and Future Skills Provincial Attestation Letter process;
- Coordinating and prioritizing enrolment services workload to meet key deadlines;
- Recruiting, training, retaining, supervising and scheduling enrolment services staff;
- Ensuring that a high standard of customer service is met by the Office of the Registrar, especially in peak student periods;
- Developing and improving procedures and business processes that ensure the high quality, seamless and professional delivery of enrolment services activities in the UNBC Office of the Registrar;
- Acting as the lead liaison for Office of the Registrar enrolment services communications at UNBC, ensuring operational timelines in support of strategic enrolment and UNBC's strategic goals are clearly communicated and updated;
- Coordinating various university departmental responsibilities to ensure adherence to timelines, regulations and university policies and procedures essential to enrolment services processes;
- Liaising, consulting and collaborating with other UNBC areas, such as academic faculties and departments, Student Recruitment, Student Success, Enrolment Management & Strategy, etc., for successful enrolment services processes;
- Developing and implementing systems for feedback, working closely with a range of interested parties, to improve enrolment services processes and experiences at UNBC;
- Acting as the lead expert in enrolment services systems functionality (including Banner Document Management, Banner Student, evisions Transcript Solution, IRCC portal, PAL portal, Online Enrolment Verification, and XML transcript exchange);
- Supporting the development, testing and implementation of enrolment services related ITS and systems projects;
- Overseeing university access to enrolment services systems;



- Developing and maintaining webpages, forms and SharePoint sites that provide current information on enrolment services;
- Researching, developing and maintaining enrolment services related documentation and training modules for staff, faculty and students;
- Acting as the lead expert in enrolment services data and data analysis;
- Developing and maintaining enrolment services reporting to support business process, resource prioritization, enrolment management, and records auditing;
- Maintaining active membership in the post-secondary enrolment services and international student services community (e.g. BCCIE);
- Maintaining a detailed knowledge of university policies and procedures, as well as academic regulations;
- Maintaining a thorough understanding of confidentiality, privacy and records management practices, as well as knowledge of the *BC Freedom of Information and Protection of Privacy Act* (FIPPA); and
- Demonstrating a respect for equity and diversity in the UNBC community by ensuring a high level of cultural sensitivity.

## Qualifications

The successful candidate must have an undergraduate degree and a minimum of 5 years of experience in student enrolment services in a post-secondary environment, including frontline services and international student service experience. The successful candidate must demonstrate a good knowledge of post-secondary policies and academic regulations and have an excellent understanding of the student life cycle and student life experiences. Candidates with UNBC degrees are preferred.

Critical proficiencies include:

- Exceptional customer service and interpersonal skills, including experience resolving or assisting to resolve complex and sensitive issues;
- Excellent administrative, planning, organizational, and multi-tasking skills;
- Excellent analytical and problem-solving skills;
- Exceptional communication skills, both verbal and written;
- Experience retrieving and analyzing data and presenting and formatting reports;
- Experience interpreting and administering student administration procedures;
- Experience in business process analysis and improvement;
- Experience with staff supervision and workload coordination;
- Demonstrated skills writing documentation and delivering training;
- Demonstrated project management skills and ability to manage multiple projects simultaneously;
- Strong skills in Microsoft Office, including Teams and SharePoint; reporting tools (such as Argos, FAST and Microsoft Access); relational student information systems (such as Banner Student); and web content management systems (such as Drupal);
- Training in FIPPA and experience applying FIPPA to student records and personal information in a post-secondary setting; and
- Training in EDI, preferably in a post-secondary setting.

Excellent time management and organizational skills are necessary, with the ability to problem solve, plan, prioritize and self-direct with a high degree of accuracy. It is critical that this role can work independently and demonstrate initiative, and work collaboratively with faculty, staff and students with exceptional interpersonal skills. This position requires a high level of professionalism and ability to network, interact with, and provide direction to a wide range of constituents, often with limited time and

flexibility. Well-established skills in diffusing conflict and controversy are essential to this position, as well as the ability to properly convey complex issues and multi-level solutions while being approachable and adhering to an elevated level of conduct, knowledge, and responsibility.

An equivalent combination of education and experience will be considered.

## Salary

This position has been classified at a Grade 12. The annual salary range for this position is \$79,206.40 to \$82,482.40 and the normal starting salary will be \$79,206.40.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:30am – 4:30pm, Monday through Friday.

## Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

## About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.



UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

## To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at [wellbeing@unbc.ca](mailto:wellbeing@unbc.ca). Any personal information provided will be maintained in confidence.

**Internal applicants from CUPE Local 3799 will be given priority consideration.**

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-066CU in the subject line to:

Human Resources, University of Northern British Columbia,  
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: [HRecruit@unbc.ca](mailto:HRecruit@unbc.ca)  
Inquiries: (250) 960-5521

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.*

**Applications will be accepted until 4:30PM on April 25, 2024.**

