

**Posting #24-170CU**

**Enrolment Services Rep (Grad)  
Office of the Registrar  
Term, Full-time  
September 16, 2024, to September 30, 2025**

**Purpose**

Reporting to the Associate Registrar, Graduate, the Graduate Services Enrolment Representative (GSER) provides administrative support and serves as the first point of contact service provider for matters related to the administration of the graduate student lifecycle.

**Responsibilities**

Specific duties will include a broad range of administrative, clerical, and service functions that support the current and evolving needs of students and the department, and contribute to the continual improvement of efficiencies, including but are not limited to:

- Providing professional and exceptional service to graduate students, staff, faculty, program Chairs, senior administrators and Directors, the Graduate Student Society, and other key persons including external community members;
- Reviewing and processing graduate student files to ensure adherence to policy and procedures, and where appropriate, escalating decision making appropriately;
- Interpreting and advising on Graduate Programs and University policies and procedures;
- Maintaining student records, including updating graduate student records, auditing graduate student files, and ensuring accuracy in student records and integrity of the data;
- Coordinating graduation-related procedures and events (including defences);
- Developing and maintaining the position Knowledge Base (procedure manual);
- Maintaining the electronic file system;
- Providing training for other staff in the department and supporting program administrative assistants in building the knowledge needed to support overlapping tasks;
- Providing overflow workload support for other service areas in the Office of the Registrar as needed; and
- Supporting the Office of Graduate Administration, as required, including clerical support, website maintenance, and assistance with special projects and events planning.

**Qualifications**

The successful candidate will possess a two-year post-secondary diploma. Three years related student service experience in a post-secondary environment with at least one year of direct experience working in a diverse range of graduate student support services is required.

An equivalent combination of education and experience will be considered.



The successful candidate will possess the following:

- Advanced customer service skills including experience working with people from diverse backgrounds;
- Detailed knowledge of graduate programs, Registrar and University policies, regulations and procedures as well as expertise in the graduate student life cycle;
- Strong background in office and administrative procedures and practices;
- Proficiency in Microsoft Office 365 Suite (including Outlook, Word, Excel, Teams, and SharePoint);
- Working knowledge and experience utilizing reporting tools and relational databases (i.e. Banner, FAST, Argos);
- Ability to work independently and as an active member of an integrated team in a busy and challenging environment with multiple changing deadlines;
- Aptitude for working collaboratively across a broad range of administrative tasks with strong multitasking skills;
- Exceptional interpersonal, organizational, and communication skills;
- Experience in conflict resolution with a demonstrated ability to address situations with tact and diplomacy;
- Exceptional critical thinking skills with a demonstrated competence in solving problems and anticipating outcomes; and
- A working knowledge of the Freedom of Information and Protection of Privacy Act (FIPPA)

Relevant equivalent experience must demonstrate:

- Working knowledge of reporting tools and complex relational database applications;
- Strong work history in a customer service focused environment with multiple stakeholders;
- Demonstrated ability to build and develop relationships;
- Excellent attention to detail while maintaining a big picture perspective;
- Multitasking and working under high pressure with conflicting deadlines and priorities;
- Excellent teamwork skills; and
- An understanding of and commitment to equity, diversity, and inclusion principles.

## Salary

This position has been classified at a Grade 6. The annual salary range for this position is \$58,858.80 to \$61,279.40 and the normal starting salary will be \$58,858.80, pro-rated based on length of term.

UNBC offers excellent benefit packages, and employee training and development opportunities. For more details, please see:

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

Normal hours of work will be 8:30 am – 4:30 pm Monday through Friday. Some evening and weekend work is required periodically, particularly in peak times.



## 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 [employeewellbeing@unbc.ca](mailto:employeewellbeing@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 #24-170CU 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 September 11, 2024.**

