

Posting #25-024CU

Graduate Administration Assistant Graduate Administration Regular, Full-time

Purpose

Reporting to the Director, Graduate (DG) with functional supervision by the Graduate Admissions and Administration Coordinator (GAAC), the Graduate Administration Assistant (GAA) works across the breadth of the graduate student lifecycle from point of first inquiry to graduation. In a dynamic and collaborative environment, the GAA plays a key role in supporting the UNBC graduate student experience. The GAA supports administrative tasks that primarily centre around data analysis, data entry, auditing and processing records, processing forms, quality assurance, and document management. The GAA is also responsible for providing front-line customer service to graduate students (prospective and current), staff, faculty, and other key parties involved in graduate student experience (in-person, by phone, and by email).

Responsibilities

Duties include but are not limited to:

- Providing customer service to students, staff, faculty, program Chairs, senior administrators and Directors, the Graduate Student Society and other key parties;
- Providing customer service and answering routine questions for prospective students, ensuring applicants are directed to the appropriate Admissions staff member or other department as required;
- In peak periods, supporting collection of graduate admissions documentation and data, and other administrative assistance as required;
- Assisting with events, communications, and reporting related to onboarding (new) and continuing graduate students;
- Assisting graduate students with wayfinding, answering routine questions, and referring students to other departments;
- Supporting academic review for student continuance through in-depth file review, in-progress degree audits, GPA calculation, and ensuring returned forms comply with policy and meet standards for graduation. Reporting and following up on grades and registration;
- Interpreting and advising on graduate administration and University policies and procedures to faculty, staff, administrators, senior leadership, Chairs, and students;
- Student record maintenance including updating student records, auditing student files, ensuring accuracy in student records, and the integrity of data;
- Processing student forms related to a student's progress through their program by conducting a full file review, ensuring eligibility, following up for missing/additional information, soliciting approvals, data entry, and record maintenance;
- Revising forms related to procedures that have changed because of new/amended policies or procedures (e.g. Calendar changes). Reviewing and updating forms on an ongoing basis;
- Coordinating all graduation-related procedures (defences and final graduation audit assistance). This includes administering the defence process from initial request through to final library submission;
- Developing and maintaining robust Knowledge Bases for training and knowledge transfer;

- Training staff on policies and procedures in graduate administration;
- Website maintenance including drafting new content and ensuring regular reviews for accuracy;
- Assisting in the development of materials for the Customer Relationship Management (CRM) and ongoing maintenance of lifecycle/milestone based CRM content;
- Maintenance and updating of the electronic filing system;
- Participating in routine and non-routine student systems testing;
- Administrative support to other units within the Office of the Registrar, under the coordination of the GAAC and working closely with other Coordinators;
- 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 will possess the following:

A three-year certificate or diploma and 3 to 5 years of experience in graduate student administrative services in a post-secondary environment. The successful candidate must show good knowledge of post-secondary policies and academic regulations pertaining to graduate students and understand the graduate student life cycle and experiences.

An equivalent combination of education and experience will be considered.

Critical proficiencies include:

- Adept in the use of a wide variety of systems including CRM tools, web editing systems, student information systems, complex relational databases, calendaring and event organization tools, reporting tools (such as FAST/Argos), Microsoft Office suite (including Teams and SharePoint), and other systems;
- Exceptional customer service and interpersonal skills;
- Demonstrated experience following administrative documentation and training modules;
- Ability to prioritize workload in an environment with multiple and competing deadlines;
- Excellent analytical, problem-solving, quality assurance, and attention to detail skills;
- Ability to function in a highly demanding, multitasking environment;
- High degree of accuracy while managing high volumes of detailed, time-sensitive information;
- Team-oriented and student-centred;
- Ability to maintain confidentiality with highly-sensitive, private information;
- Excellent communications skills with the ability to be persuasive, tactful, and respectful, verbally and in writing;
- Training in EDI, preferably in a post-secondary setting; and
- Training in FIPPA and experience with how it pertains to student information, records and personal information.

Excellent time management and organizational skills are necessary, with the ability to plan and be self-directed 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. 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.

Salary

This position has been classified at a Grade 7 . The annual salary range for this position is \$62,644.40 to \$65,228.80 and the normal starting salary will be \$62,644.40

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 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 #25-024CU 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
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 9, 2025.

