

JOB DESCRIPTION

SUMMARY: Under the supervision of the Manager of Ridge Meadows College, performs a variety of student admissions, class registrations, and record keeping responsibilities, including maintaining the student records system and providing administrative support for college staff and programs.

DUTIES:

1. Acts as a representative of the College, providing information about College offerings, assisting with general advising for new students, answering phones, handling inquiries and giving out information. Acts as general liaison between the school and students, instructors, and the general public.
2. Familiarizes new staff with current office procedures, coordinates and monitors the workflow of the office and provides guidance and training as necessary.
3. Supports the delivery of services to students by coordinating various registration, admission, and course/program completion functions in compliance with academic programs and courses, progression requirements, admission processes, graduation requirements, challenge exams, and appeal procedures.
4. Assists with the review of student applications and supporting materials. Ensures applications are complete and evaluates transcripts when necessary.
5. Updates and maintains the student information system. Creates and edits programs and courses; creates new teacher/employee profiles; creates and edits student profiles; adjusts class sizes; enters grades as submitted by instructors.
6. Operates a computer using a variety of software programs. Selects, verifies, enters, stores and processes data from a variety of material, such as correspondence, invoices, purchase orders, inventories, student records, class list, schedules, attendance records, medical information, school handbooks and emergency school closure procedures. Updates and edits stored information. Tabulates and reports on information and data.
7. Assesses, collects and processes appropriate student fees.
8. First point of contact to address concerns arising from the activities of the office or college. Gathers information and, as may be appropriate, directs matter to those responsible for resolving.
9. Composes correspondence and prepares for signature and approval a variety of material, such as newsletters, reports, records, requisitions, memos, website updates and social media posts.
10. Creates and updates registration forms for the website.

11. Facilitates criminal record checks (CRCs) for students in programs. Reviews CRCs and follows up with missing information or errors. Verifies information against student ID for validity. Logs results as appropriate.
12. Maintains files for the storage and ready retrieval of information. Processes and files official documentation. Ensures accurate and timely maintenance of student records and provides official college documents to students such as letters of admission, transcripts, and certificates of completion.
13. Performs other assigned comparable duties which are within the scope of knowledge, skills and abilities required by the position.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS:

1. Successful completion of Grade 12 with course emphasis on business practices and procedures plus a minimum one-year post-secondary certificate in Office Administration or equivalent combination of relevant education and experience.
2. 3-years' experience in office administration with a minimum of two of those being in a post-secondary environment.
3. Strong computer skills with proficiency in a variety of software program including word processing, spreadsheets, presentation and database applications. Keyboarding skills at a minimum of 50 net wpm with a high degree of accuracy.
4. A supervisory skills course combined with strong interpersonal and problem-solving skills with demonstrated ability to communicate effectively and harmoniously with staff, students, parents, contractors and visitors.
5. Proven ability to work at the level of independence and with the degree of initiative appropriate to the position.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	