#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:**  Records & Registration Administrator

**Job Number:** A-299 | VIP: 1322

**Band:** OPSEU- 8

**Department:** Office of the Registrar

**Supervisor Title:** Associate Registrar & Director, Student Records and Scheduling

**Last Reviewed:**  March 16, 2022

#### **Job Purpose:**

Under the supervision of the Associate Registrar& Director, Student Records and Scheduling, the Records & Registration Administrator is responsible for administering all activities related to undergraduate student academic records and registration and the production of the undergraduate academic calendar.

#### Key Activities:

##### Records & Registration

* Responsible for the integrity and maintenance of hard copy and/or electronic student academic records. Responsible for the timely, efficient and accurate collection, assessment, distribution and storage of student academic record information as mandated by the Records Policy. Disposes of records as mandated by the Records Policy.
* Coordinates all individual exceptions to student records (course substitutions, waivers, etc). Communicates with academic departments as required to ensure all pertinent information is received and recorded on student records.
* Ensures student records are complete and accurate in terms of credentials awarded, majors, minors, specializations, emphases completed, and honours received.
* Responsible for ensuring that all registration activities are carried out efficiently in accordance with general guidelines and policies. Processes incoming and outgoing Letters of Permission, withdrawals and international exchange registrations.
* Ensures that all grades are submitted and posted to the student record in a timely and accurate manner. Monitors incomplete grades, grade appeals and grade changes.
* Assesses students’ academic records to determine academic standing. Ensures that all students are assigned an accurate academic status, academic suspensions are appropriately processed, and students are notified of their academic status in a timely fashion.
* Provides accurate information in a timely manner to external agencies including but not limited to OEN’s, degree verification services, and Universities Canada.
* Researches, analyzes and resolves student issues as they relate to their academic record.
* Advises students, academic advisors, faculty, and other administrative staff regarding the appropriate interpretation of academic regulations and degree requirements.
* Makes recommendations to the University Registrar on academic regulations relating to academic progress, registration, university and graduation requirements.

##### Letters of Permission

* Maintains the LOP application form. Liaises with IT and Finance to ensure payments are received and tracked.
* Receives applications and evaluates eligibility of Trent students to take a course at a host university. Requests course syllabi in cases where no equivalency exists, and liaises with academic departments to secure accurate, timely evaluations.
* Ensures the Transfer Credit Database in Colleague is accurate and updated as required.
* Advises and assists incoming LOP students on application procedures, timelines, and Trent-related procedures and policies. Processes registration for LOP students.
* Liases with Records & Admissions staff at other universities to ensure transcripts and documents are received and accurate.
* Produces reports to find outstanding documentation that may be impacting academic assessments, application to graduate or scholarship eligibility.
* Ensures that problem files or applications of a complex nature are brought forward to the Records & Registration Coordinator.

##### Academic Petitions/Committee on Undergraduate Petitions

* Receive, organize, and post academic petitions and related transcripts for Committee review.
* Liaise with academic advisors on timelines, form management and deadlines
* On behalf of the Committee for Undergraduate Petitions, communicates petition decisions to students and academic advisors.
* Updates student records as a result of petition decisions, communicates with Financial Aid and Student Accounts about petition impacts on student records.
* Review student records for secondary impacts of petitions. Update student academic standing, registration access, and program details.
* Field student inquiries, identify relevant issues with their records, and refer to Academic Advising where appropriate.

##### Degree Assessments

* Assesses student eligibility for graduation by interpreting complex university and departmental regulations.
* Determines final graduation clearance and ensures the accurate preparation of the list of eligible graduands for presentation to Senate for degree conferral.
* Advises students of their eligibility to graduate in a timely and sensitive manner. Advises students individually when they require specific assistance regarding the result of graduation assessments.
* Notes any errors or inconsistencies in the degree audit program and reports them to the Records & Registration Coordinator. Assists the Records & Registration Coordinator with the maintenance of degree requirements within the system.

##### Convocation

* Plan and coordinate all records and registration activities related to graduation including: producing reports and other documentation; supervising student assistants; and scheduling staff to assist on convocation days.
* Assists at convocation ceremonies as required.
* Works with IT to ensure degree printing database is updated and accurate.
* Prints and distributes original and replacement degrees ensuring their accuracy.
* Ensures degree mailings are tracked and recorded in the student record.

##### Publication of Academic Calendar

* Coordinates the production of the Undergraduate Academic Calendar: updating, drafting copy, editing, design, printing, and web presence.
* Works with the Administrative Assistant to the Provost & VP Academic to distribute content to contributors, collect edits and collate the required sections of the calendar.
* Liaises with Communications to ensure branding guidelines are followed and with the graphic designer to assemble the final calendar.
* Proofreads the calendar including spelling, grammar, style, and tone, adjusting where necessary.
* Produces and updates the Academic Calendar Production Manual containing instructions for the year-long production process of the calendar and supplement. Creates production schedule to guide and accommodate the contributors, including the graphic designer and printing house.
* Coordinates the posting of the calendar to the web ensuring the online version meets accessibility standards. Arranges for the printing and distribution of hard-copy versions of the calendar.

##### Other

* Supports other Enrolment Services staff with the processing of all Enrolment Services requests. Provides support to the Enrolment Services Associates to assist with complex student/alumni issues. Responds to inquiries as required and assists at the service counter when necessary.
* Assists the Records and Registration Coordinator with process documentation and the execution of the communication plan to ensure that students, faculty, and administrative staff are informed of important deadlines and policies.
* Ensures website and other publications are up to date.
* Continually evaluates records and registration processes to identify areas requiring improvement and participates in process improvement efforts as required.
* Leads and participates in special projects as required.
* Assists with institutional recruitment and retention efforts by participating in internal and external events.
* Assists with training and oversees work of student assistants.
* Flexible work schedule, including evenings and weekends.

#### Education Required:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

1. At least two (2) years of experience in a registrarial environment including experience with student records and registration.
2. Thorough knowledge and understanding of Trent University’s academic regulations and procedures particularly as they relate to degree requirements.
3. Understanding of the publication process, including editing and proofreading skills.
4. Experience and proficiency with an automated student information system. Datatel experience strongly preferred.
5. Ability to maintain confidentiality is essential.
6. Demonstrated excellent interpersonal, communication and customer service skills required.
7. Demonstrated ability to work independently or as a member of a team required.
8. Demonstrated intermediate level proficiency in the use of MS Office (specifically Word, Excel, Access).
9. Ability to work accurately in stressful conditions within tight deadlines required.