#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Graduate Records & Registration Administrator

**Job Number:** A-464 | VIP: 1902

**Band:** OPSEU- 7

**Department:** Graduate Studies

**Supervisor Title:** Director, Graduate Studies

**Last Reviewed:**  April 26, 2023

#### **Job Purpose:**

Under the supervision of the Director, Graduate Studies and the indirect supervision of the Graduate Records & Registration Coordinator, the Graduate Records & Registration Administrator supports and takes direction from the Graduate Records & Registration Coordinator in duties relating to graduate academic records, registration, collection and recording of grades, transcripts, student orientation, convocation, and support of graduate program faculty, staff and students.

#### Key Activities:

##### Records & Registration

* Supports the Graduate Records & Registration Coordinator in the maintenance of student academic records.
* Advises graduate students in their understanding of program requirements, academic regulations, and policies.
* Researches, analyzes, and resolves graduate student issues as related to their academic record.
* Leads the coordination of documents and communication surrounding Graduate Teaching Assistants (GTAs) hiring, processing, and tracking; communicates with students, payroll, graduate, and undergraduate departments as appropriate.
* Responds to graduate program requests for information and support. Provides clear and effective communication to students and faculty about Graduate Studies policies and procedures.
* Assists with registrations of new and continuing students including updates to the student information system.
* Maintains files for current students and adds documents to electronic student files as appropriate using Laserfiche and Ellucian Colleague. Supports the graduate studies team to ensure that current student files are complete and accurate.
* Assists with the maintenance of standard operating procedures and documentation for areas and processes related to areas of focus.

##### Orientation & Convocation

* Leads all planning and activities related to graduate student orientation and supports welcoming new students to the School of Graduate Studies.
* Oversees the compilation and distribution of School of Graduate Studies orientation packages, ensuring information is accurate and current.
* Assists Graduate Records & Registration Coordinator with the necessary steps required to process degree completion and convocation.
* Assists with convocation ceremonies as required.
* Assists with the preparation of information necessary for the orderly procession at Convocation including, but not limited to, the preparation of eligible student lists and the distribution of original and replacement parchments for graduate students.

##### Reporting & Financials

* Supports with updating and administration of OEN numbers at the Ministry of Education.
* Supports the Graduate Records & Registration Coordinator with the collection and submission of graduate enrolment and graduation data to the Ministry of Advanced Education and Skills Development (MAESD) as a condition of the University’s receipt of operating grant funding.
* Prepares reports for the Graduate Records & Registration Coordinator, Director, Dean, programs as required.

##### Curriculum Changes & Publication of Academic Calendar

* Assists with the annual updating of information required for the Graduate Academic Calendar.
* Make general updates to Graduate Studies webpage as required.
* Supports creation of new courses, program prerequisites, equates, course registration rules within student information system as per academic calendar regulations.

##### Other

* Communicates program information and admissions requirements for each of Trent’s graduate programs to prospective students via email or at events.
* Represents Trent University and the School of Graduate Studies at university and recruitment events.
* Leads special projects and/or supports the Graduate Records & Registration Coordinator on special projects as assigned.
* Assists with calculation of averages for domestic students. Some country specific international grading may be required during peak admissions periods.
* Other related duties as assigned which do not account for more than 5% of the total duties.

#### Education Required:

* Honours Bachelor’s Degree (4 year).

#### Experience/Qualifications Required:

* Two (2) years of related administrative experience in a customer service environment. Previous work experience in an academic setting is preferred.
* Significant knowledge of post-secondary educational systems is required, including knowledge of academic offerings, admissions requirements, and other related areas.
* Excellent verbal and written communication skills required including experience speaking to small and large groups as well as the ability to clearly communicate information to a broad range of people from many cultural backgrounds.
* Demonstrated knowledge of and experience implementing marketing and recruitment strategies.
* Excellent interpersonal skills and ability to interact well with students, faculty, office staff, and the community.
* Excellent organizational and time management skills.
* High level of accuracy and attention to detail.
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel. Experience with computer network environment and the maintenance of websites required.
* A valid Ontario (or equivalent) driver’s license and the ability to travel on university business, including evenings and weekends as required. Flexibility in hours and travel within and outside of Ontario as a representative of Trent University is a definite requirement and obligation of this position.