#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Enrolment & Scheduling Administrator

**Job Number:** A-480 | VIP: 1939

**Band:** 7

**Department:** Enrolment Services

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

**Last Reviewed:**  August 22, 2023

#### **Job Purpose:**

Directly reporting to the Associate Registrar & Director, Student Records and Scheduling, and in collaboration with the Director, Academic Programs and Campus Operations (Durham), the Enrolment & Scheduling Administrator is the first point of contact for Office of the Registrar support at the Trent Durham campus, and provides effective, efficient, friendly, and reliable service to all clients. The Enrolment & Scheduling Administrator will have general enrolment services knowledge and will direct clients to the appropriate resources or contacts as it relates to financial aid, official documents, course registration, applications to graduate, and academic petitions. In addition, this individual is responsible for overseeing the effective and efficient allocation of space at the Advanced Learning Centre, and support of space booking requests at the Durham campus. This involves working in partnership with academic departments and the scheduling team to create conflict free timetables, manage room bookings for non-academic spaces, and provide the information required to produce exam schedules.

#### Key Activities:

##### **Office Administration**

* Acts as the main point of contact for the Office of the Registrar at the Durham campus. Field and respond accurately and with clarity in a timely manner to all Enrolment Services inquiries from faculty, staff, students, alumni, parents, and the general public, acting as an effective spokesperson for the department.
* Triage the nature and complexity of inquiries to determine the most appropriate actions, assisting where possible with a view to ensuring maximum office efficiency and client satisfaction. Where necessary, refer difficult situations to appropriate coordinator, team lead, or manager.
* Assist students with a variety of processes and navigation through Trent University and related programs.
* Required to have general knowledge in the areas of financial aid, official documents, course registration, applications to graduate, and academic petitions to effectively direct clients to appropriate resources or contacts.
* Will be responsible for communicating important academic and financial aid deadlines such as OSAP and bursary applications.

##### **Scheduling & Examinations**

* Responsible for ensuring efficient and effective utilization of space at the Advanced Learning Centre.
* Works closely with both the Scheduling Administrator (Durham) and the Peterborough Scheduling Team to ensure timetables are produced by collecting and manipulating data submitted by academic departments in a computerized scheduling system (Infosilem) to accommodate departmental and faculty requests while ensuring an optimum, conflict-free schedule for faculty and students.
* Creates and activates course sections in Colleague and updates section capacities, offering information, cross-listings, waitlist, and timetable instructions.
* Monitors reports to indicate when enrolment has surpassed room capacity. Makes room changes based on approved requests or enrolment issues.
* Manipulates the computerized scheduling system settings to develop timetables which meet established goals and optimize utilization of academic space.
* Ensures that the timetable is manipulated to accommodate requests for changes resulting from departmental consultations.
* Ensures accurate timetable information is available in a timely manner for the purposes of student registration.
* Provides information on current usage of academic space. Identify deficiencies in classroom space, overutilization, and underutilization.
* Continually evaluates scheduling and room bookings processes to identify areas requiring improvement and implement process improvements as required.
* Contributes to the development of the University-wide communication plan for scheduling to ensure that students, faculty, and administrative staff are informed of important deadlines and policies.
* Responds to inquiries from the Scheduling team as they collect exam scheduling data from departments and create institution-wide exam schedules.
* Communicates with academic departments to resolve conflicts as needed.
* Coordinates and distributes exam booklets for mid-term and final examinations.
* Prepares reports for management as required.

##### **Room Bookings**

* Supports the administration of the central room booking system (Durham) including processing all booking requests in a timely manner.
* Trains staff within other Durham units on the use of the room booking system.
* In consultation with Advanced Learning Centre units, and the Scheduling team, drafts and maintains room booking procedural documents for Advanced Learning Centre space reservations.

##### **Administrative Office Assignments**

* Assigns space to faculty, staff, and services at the Advanced Learning Centre.
* Maintains Advanced Learning Centre directional and office signage.

##### **Records & Registration**

Responsible for a variety of records and registration duties in support of the Advance Learning Centre and the Durham campus that may include:

* Complete program changes, course (de)registrations, section changes, waitlist registrations and other as required.
* Troubleshoot registration related issues for students and escalate, as necessary.  
  Maintain strong working knowledge of internal and external systems inclusive of Colleague, IRIS, OUAC, MyCreds, TopDesk, and myTrent.
* Assist with all aspects of convocation related to Enrolment Services.
* Assist with processing of all Enrolment Services functions to ensure student records are current and accurate.
* Assist with development and delivery of all Enrolment Services communications.
* Assists with bulk registration processes for specialized groups.

##### **Other Duties**

* Leads and participates in special projects as required.
* Assist with recruitment and retention by participating in internal and external events (such as Open House).
* Determine and deliver on opportunities to improve operational efficiencies.
* Responsible for documenting all processes and procedures related to the Enrolment and Scheduling Administrator role.
* Maintain a general understanding of all university departments and key stakeholders.
* Flexible work schedule, including evenings and weekends when required.
* Other duties as assigned.

#### Education Required:

* Bachelor’s degree (Honours) required.

#### Experience/Qualifications Required:

* Two years’ experience in a registrarial environment including experience with student records, registration and timetabling.
* Experience extracting, manipulating, and analyzing data.
* Experience and proficiency with an automated student information system. Datatel experience strongly preferred.
* Demonstrated knowledge and proficiency with academic scheduling software. Infosilem experience strongly preferred.
* Demonstrated excellent interpersonal, communication and customer service skills required. Must possess a diversity of interpersonal skills to deal with the wide range of student perspectives.
* Demonstrated ability to work independently and as a member of a team required.
* Proficient in the use of Microsoft Office (with particular emphasis on Outlook, Word, and Excel).