

A. Information:

Position Title:	Registration Clerk, LEAP & STEP
Position #:	CSRO96
Category:	Office Clerk (c)
Derived From:	Registration Clerk, Continuing Studies
Division/Department:	Office of the Registrar - Continuing Studies
Reports to:	Assistant Registrar, Continuing Studies
Positions Supervised:	None, but may be required to show others how to perform tasks
Affiliation:	CUPE, Local 15 – VMECW
Pay Grade:	16 (under review)
Date Prepared:	March 28, 2008 (revised May 14, 2009)

B. Position Summary:

The Registration Clerk, LEAP & STEP, is responsible for providing registration support including the processing of LEAP and STEP student applications and student records. This position enters, modifies and generates student records according to established policies and procedures. Performs cashier duties using a POS and performs other related duties or projects.

*Note: Both LEAP (Langara English for Academic Purposes) and STEP (Skills Training for English Proficiency) sessions are eight weeks long and are offered six times a year. Vacation is restricted during peak periods.

C. Functions and Duties:

1. Provides registration support including processing LEAP and STEP student applications and student records by :

- Responding to general inquiries related to registration, student records and College policies and procedures.
- Guiding non-native English speaking registrants or prospective students through the entire registration process; ensures that student inquiries are effectively answered and followed up.
- Reviewing student applications to determine eligibility to register.
- Registering students by entering relevant information into the computerized student information system (i.e. Banner). Modifies student records as required (e.g. contact info, session changes).
- Reassigning enrolled students into appropriate sections, depending on students' language level determined by placement testing.
- Confirming students' attendance by frequently following-up with students through emails, phone or other forms of notification. Depending on student's situation (e.g. study permit issues), cancels or postpones start dates accordingly to established procedures.
- Generates reports and statistics and forwards to Coordinators for the determination of registration cut-off dates.
- Maintains and compiles data and generates statistics for Coordinators/Managers to be forwarded to external agencies (i.e., Ministry) and/or departments.
- Verifying transactions or registrations entered by CS Registration Clerks or Program Assistants to ensure data consistency.
- Resolving registration data inconsistencies as notified through routine Banner reports.
- Working with Computing Services to generate ad-hoc Banner reports where required.
- Receiving and processing cash, cheque, and credit card payments for registrations that are completed in-person, fax, and mail.
- Reconciling daily cash/payments against receipts and reconciliation reports.

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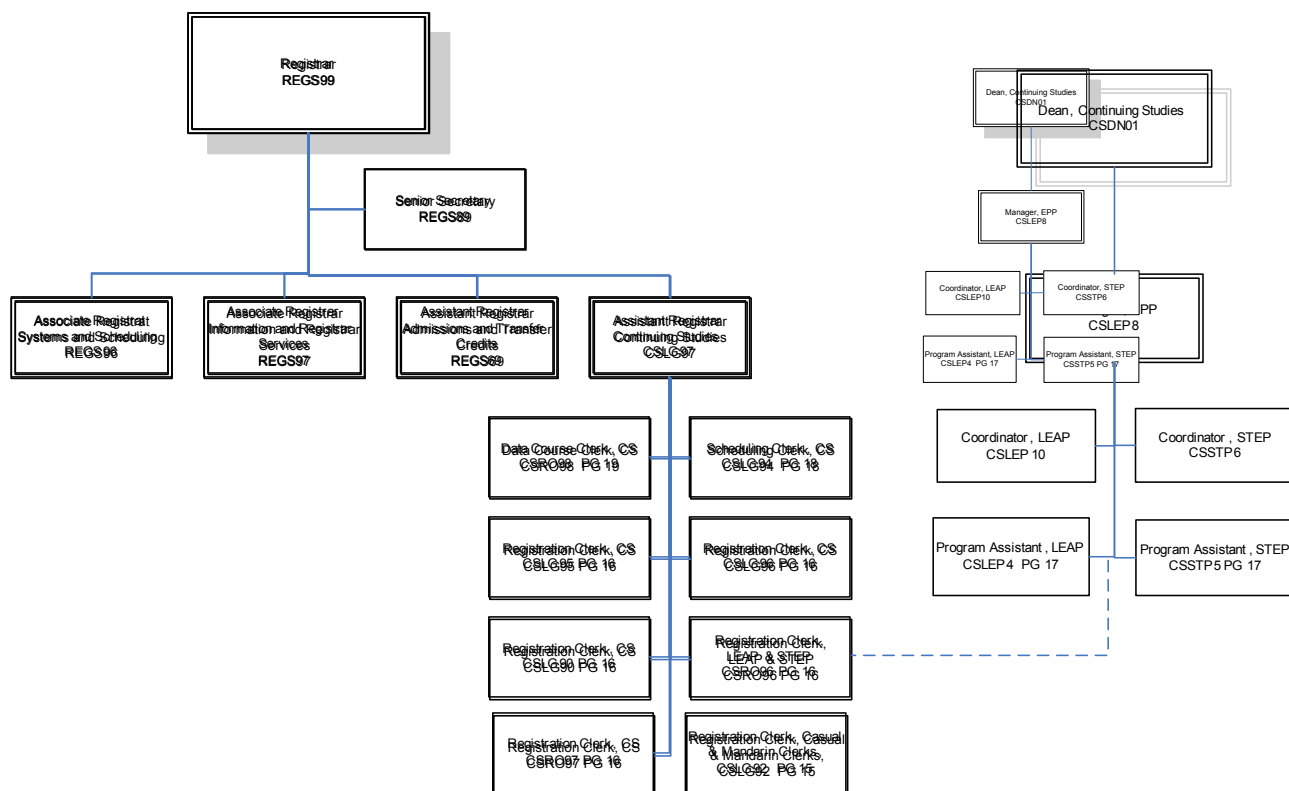
- Dropping students according to established procedures. Prepares documentation required to complete the student refund process if refund owing. Refers exceptions or appeals to Coordinator/Manager.

2. Provides clerical assistance in support of registrarial functions by:

- Word-processing correspondence to students and potential registrants such as eligibility memos, instructions, and related communication.
- Photocopying, distributing and filing student records and documents.
- Liaising with International Education to exchange student information.
- Retrieving and distributing incoming/outgoing mail.

3. Performs other related duties and/or projects as required.

D. Organization Chart:



E. Qualifications Required

Education & Experience

- Grade 12 or high school completion including one (1) year of specialized training such as keyboarding, office/commercial procedures and customer service.
- One (1) year of recent related office experience, preferably in a post secondary environment. Experience working with ESL students an asset.
- An equivalent combination of education and experience may be considered.
- Recent experience using an integrated information systems (e.g. Banner), preferably in a post secondary setting.

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- Intermediate knowledge in the use of computer applications including: word processing (MS Word), spreadsheet (MS Excel), email and internet browsers.

Skills & Abilities

- Strong communications skills, verbal and written. Ability to communicate effectively with non-native English speakers with varying degrees of English proficiency.
- Ability to maintain effective working relationships with staff, faculty and students, and external contacts.
- Ability to operate various related equipment such as filing systems, personal computers, printers, scanners, photocopiers and fax machines.
- Demonstrated ability to compose routine and non-routine correspondence, generate materials and documents.
- Ability to adhere to deadlines while making responsible decisions within established guidelines.
- Strong problem solving and organizational skills with the ability to multi-task and set priorities.
- Proactive approach to facilitating day-to-day program and office operations.
- Ability to work under pressure and provide effective and appropriate information and assistance to the public, faculty, staff and students.
- Ability to maintain a strict standard of confidentiality.
- Demonstrated attention to detail and perform multi-step tasks with a high degree of accuracy.
- Ability to process cash, credit and Interac transactions accurately.
- Capacity to work independently and as a member of a team.
- Ability to exemplify excellent customer service skills.
- Keyboarding skills of 40 wpm.

Working Conditions

- Ability to work in an open office structure with close proximity to others.
- Ability to work flexible hours and evenings.
- Vacation is restricted during peak periods.

F. Supervisor's Approval:

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: _____ Date: _____
(Supervisor/Administrator of position)

G. Human Resources Approval:

Signature: _____ Date: _____
(Human Resources Consultant)