



**Enrollment Officer**  
**Corpus Christi College & St. Mark's College**

**Overview**

The mandate of the Office of the Registrar, St. Mark's College/Corpus Christi College is to manage and provide operational oversight in eight (8) key areas: admissions, financial aid and awards, academic advising, enrollment services and records, course scheduling and classroom allocation, convocation, institutional data analysis, and academic policy and regulation in collaboration with the Deans.

The Enrollment Officer is responsible for overseeing course registration and other enrollment related concerns ensuring student and course records are maintained accurately.

**Expectations and Responsibilities**

The Enrollment Officer provides guidance and oversight over the enrollment processes and management of student academic records, including but not limited to the following:

**1. Registration and Enrollment**

- Verifies student's eligibility to register for courses
- Oversees course registration primarily through an online student information system
- Tracks student's enrollment, withdrawal, and retention
- Facilitates the opening & closing of course sections and manages course records
- Responds to and resolves telephone, email, web, in-person and other service channel requests from prospective students, current students, agents, faculty, and staff.
- Receives and acts upon, in a timely manner, official document requests submitted by students such as Confirmation of Enrollment, Official Transcripts and other academic documents
- Verifies degree academic requirements for students applying for graduation
- Ensures accurate student's financial records are kept and liaises with the Finance Office to ensure courses are being charged appropriately
- Monitors records on student payments, payment plans and follows up with students as required
- Ensures that semester information in the student information system and related publication documents are produced, posted and maintained throughout the academic year in a timely manner

**2. Student Records**

- Maintains accurate student records in accordance with applicable legislation and policy, including updating vital information, verifying changes for accuracy, identifying discrepancies and errors in student and course records
- Maintains and organizes electronic and hard copy records and files for students
- Ensures the security, privacy and integrity of personal information held in the student information system.
- Manages student records in accordance with institutional policy and under the Personal Information Protection of Privacy Act (PIPA)

- Evaluates records management policies and practices and makes recommendation for changes

### **3. General Administrative Tasks**

- Liaises between the Registrar's Office and other academic departments to troubleshoot potential problems and to resolve student and course issues that may arise
- Refers students to the appropriate faculty and staff or academic counselling or for pursuit of appeals or complaints
- Supports the online learning management system Canvas: setting up course sandbox for instructors and enrolling students to their respective courses on Canvas as required
- Supports and/or proactively contacts students and clients to resolve outstanding issues
- Assists with graduation processes for students including preparation of degree audits, preparation of graduation documents, updating of official files and records and organization of the Convocation ceremony;
- Archives copy of student's official transcripts and diplomas
- Creates, revises, and maintains office forms
- Performs related duties as assigned by the Registrar

### **Skills and Qualifications**

1. An undergraduate degree with a minimum of three years of experience working in a Registrar's Office or professional setting. An equivalent combination of education and experience will be considered.
2. Demonstrated experience requiring attention to detail.
3. Proficiency with the Microsoft Office Suite.
4. Advanced ability to communicate effectively both verbally and in writing.
5. Ability to deal courteously and tactfully with faculty, staff, students, and members of the general public.
6. Ability to work independently as well as part of a team.
7. Ability to work cross-functionally across the organization.
8. Ability to plan, organize and prioritize tasks and meet deadlines, maintaining accuracy and pay attention to detail.
9. An understanding of privacy legislation and the requirement to ensure absolute confidentiality of personal information is maintained at all times.
10. Commitment to advancing the mission and vision of St. Mark's College and Corpus Christi College

*Note: This is an entry level position.*

Please submit your resume and cover letter to [hr@corpuschristi.ca](mailto:hr@corpuschristi.ca).

Applications are open until filled. Incomplete applications will not be considered.

Preferred Start Date: May 1, 2022

## **About St. Mark's and Corpus Christi Colleges**

The Community of St. Mark's at the University of British Columbia is comprised of St. Mark's College, St. Mark's Parish and Corpus Christi College. Together we provide a centre of excellence for higher education in British Columbia.

Corpus Christi College offers the best start for undergraduate students embarking on their university experience, fortified by an education offering the richness of Liberal Arts. St. Mark's College offers graduate-level academic and professional programs, including degrees and certificates for teachers, administrators, ministerial leaders, social service workers and other professions.

Corpus Christi College and St. Mark's College at UBC are open to individuals of all backgrounds and traditions, and we are committed to meeting students "where they are" on their life journeys. We play a crucial role by offering small classes, accessible faculty and a community environment focussed on forming graduates who are prepared to take on the intellectual, professional, and social challenges of our times. You can be part of helping us accomplish this mission.