



CUPE POSITION DESCRIPTION

Working Title:	Student Services Receptionist Exam Invigilator	Date Prepared: July 31, 2018 Date Revised: January 24, 2020
Department:	Student Services/Registration	Position Status: Regular, full time
Location:	Cranbrook	Position Number: 036

SUMMARY OF RESPONSIBILITIES

Reporting to the Director of Student Affairs, this position is responsible for providing reception and support to Education Advisors, Indigenous Education Coordinator, Co-op and Employment Services Coordinator, the Accessibility Services Coordinator, Counselling and Wellness and the Learning Specialist and handles a wide range of inquiries from students and non-traditional students facing special challenges.

The position maintains and updates information on the Student Services and off-campus housing web pages and assists the basic data entry and cleanup on the Colleague Student system. In addition, the position is responsible for scheduling and facilitating invigilation of external exams (both written and on-line), make-up exams, exams for students with disabilities and exams for on-line students.

KEY DUTIES & RESPONSIBILITIES

1. First point of contact for department on incoming inquiries for Student Services. Greet, meet and answer public inquiries in person and/or by phone/fax/mail or emails. Assist walk-in applicants and student with programs, procedures and resources available in the Students Services area. Provide applicants and students with information on local services and resources provided by external agencies.
2. Perform reception and administrative duties for Student Services staff; take messages and direct calls to the appropriate person; check voice mail for messages and record messages; mail College Education information materials; schedule student sittings for academic assessments; prepare purchase orders and cheque requisitions, and maintain office supplies as required. Schedule applicants/students' appointments in Outlook and CASM (as required) with appropriate Education Advisor, Indigenous Education Coordinator, Co-op and Employment Services Coordinator, Counselling and Wellness, Accessibility Services Coordinator and the Learning Specialist.
3. Schedules and Invigilates written and online exams:
 - Facilitates invigilation of exams in accordance with protocols and instructions received from College instructors, other institutions and external organizations.
 - Maintains existing files and records for exam invigilation.
4. Maintain Web Q & A as well as Web Ranger for Student Services and Off-Campus Housing web pages.
5. Provide support to the Financial Aid Officer including assisting students with their online applications using StudentAid BC and various other websites.
6. Monitor the resource usage at the centre including usage of computers, resource area and materials. Troubleshoot for computer and equipment. Arrange for technical services for computers and equipment as required.

7. Assist students with career assessment tools as required. Provide assistance to Regional Campuses as required. Assist students in locating resource information, college forms, and using the technology in the student services area. Organize and maintain an office filing system for staff and client files. Sort and distribute incoming mail.
8. Assist Co-op and Employment Services Coordinator (e.g. Job postings, collection of practicum agreements, correspondence)
9. Assist director with special events (e.g. Graduation and Awards Ceremonies, Welcome Week and Open House, etc.)
10. Back up person for duties performed by Senior Administrative Assistant. E.g. Department meeting minutes, mailing, faxing, etc.

Other Related and Reporting Duties:

- Provides coverage for Mailroom/Supplies Administrative Support Assistant
- Course section setup;
- Stock brochure rack as required;
- Other duties and responsibilities as required.

DECISION MAKING

- Decisions are required to determine what programs, services or resources are required by applicants/students to meet their needs prior to referring them to an Advisor.
- Decisions and skills in conflict resolution are required when handling confrontations and disturbances with aggressive applicants/students.
- Decisions required to coordinate and prioritize multiple tasks, (e.g. answer phone, assist applicants/students with exams, computers or equipment, prepare files for advisors, respond to inquiries, etc.

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE

- Grade 12
- Office Administration Certificate
- Or Minimum of one up to and including two years of related experience (e.g.: working with a diverse range of clientele and special interest groups)

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical/Mental Demands:

- Duties performed indoors.
- Light lifting involved at times.
- Exposed to lack of privacy, interruptions, noise and constant contact.
- Could be working a variety of duties and functions at the same time; multi-tasking.
- Potential for conflict is frequent.

Work Environment:

- Constant interruptions and lack of privacy.
- Overtime may be required at short notice
- Deal with a wide range of clientele that could be challenging (disabled, distressed, angry).
- Front line, first point of contact with students, customers, staff.

Safety Requirements:

- WHMIS
- Non-violent crisis intervention

COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

Describe the minimum qualifications and specifications required of the position in order to perform the role competently. (The focus is on the position, not the person or their performance).

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p>Formal Education: - Office Administration Core and Major (Word Processing Major) or equivalent</p>	
<p>Related Work Experience: - Minimum of two years of related experience. - Experience working in a multicultural environment - Experience working with clientele with a diverse range of abilities.</p>	<p>- Experience in a post-secondary institution - Knowledge of programs and courses offered by College of the Rockies</p>
<p>Problem Solving and Complexity: - Highly developed time management and organizational skills - Able to multi task/prioritize with constant interruptions</p>	<p>- Experience dealing with people and conflict resolution</p>
<p>Computers/Technology/Specialized Equipment: - Proficient in MS Windows Applications Standard Office Equipment</p>	<p>- Familiar with a Student information System (Colleague) - Familiar with specialty office equipment (postage machines.) - Familiar with Advanced Word and spreadsheet applications</p>
<p>Communication and Interpersonal Skills: - Ability to exercise tact, diplomacy, empathy, good judgment and handle stressful and confrontational situations. - Strong interpersonal communication skills - Excellent Team Player</p>	

REVIEWS and APPROVALS

EMPLOYEE SIGNATURE:	DATE:
The employee signs off the position's description during final review/discussion with the manager/supervisor.	

MANAGER/SUPERVISOR SIGNATURE (APPROVAL):	DATE:
The manager/supervisor signs off (approves) the position's description after final review/discussion with the employee.	