

Registration-Financial Aid Officer - SU-P-19-23

Requisition #	SU-P-19-23
Job Title	Registration-Financial Aid Officer
Employee Group	Support Staff
Job Type	Appendix D
Organizational Unit	Confederation College -> Registrar's Department
Location	Thunder Bay Campus - Thunder Bay, ON CA (Primary)
Position Reports to	Associate Registrar

In keeping with our strategic plan commitment to fostering Access and Success, Community Prosperity and Institutional Excellence, we encourage applications from persons of Indigenous ancestry. In accordance with Confederation College's core values of respect, caring and openness we are committed to providing our current and future employees with a workplace that is safe, healthy and fair. As such we are fragrance free, fully accessible and encourage applications from all qualified applicants. Applicants requiring accommodation during the interview process should contact Human Resources Services at (807) 475-6148 to make appropriate arrangements.

Job Description

This position is one of several Registration-Financial Aid Officers who collectively are responsible for a full range of registration and financial aid activities for all Confederation College students (part-time, full-time, funded, contract, international). Three of the five positions are located at the Information Hub. Specific duties include, but are not limited to the following:

- Providing students, potential students and community agencies with proactive advisement and assistance in support of the College's strategic commitment to learner-centered access;
- Providing applicants and students with advice and direction on all aspects of the Ontario Student Assistance Program, assisting students with OSAP on-line applications, and verifying OSAP applications for correct and complete data, and inputting changes on Ministry system;
- Processing payments by applying all methods of payments to student accounts, reconciling deposit to daily cashier report and depositing funds in safe;
- Assessing, evaluating and maintaining student records from acceptance of offer to graduation or withdrawal;
- Analyzing student registrations and/or records for all campuses in support of the enrollment audit which determines College funding;
- Working closely with other areas of Student Services and with the Accounts Receivable department;
- Maintaining close liaison with Deans, coordinators and Academic Support Officers to identify any student record errors requiring academic response, determine validity of current records and overseeing all program and course curriculum changes;
- Acting as a resource person in terms of assisting Academic Support Officers to enter data into the Banner Student Information System;
- Ensuring courses are properly loaded into the Banner system in advance of the timetabling process and the opening of web registration;
- Overseeing the application of fee rules;
- Reviewing student statuses prior to the opening of registration, making any necessary adjustments due to outstanding fees;
- Reviewing web registration log reports and proactively communicating any issues with students prior to the start of classes;
- Maintaining meticulous student records logging detailed information on all student transactions (course adds, drops, program changes, funding information, academic standing issues, etc.); ensuring all changes are within college policy and do not adversely affect the enrollment audit and/or College funding;
- Adjusting grades and academic decisions ensuring college practices and procedures are followed, ensuring transcripts are accurate, assessing information received from other campuses for accuracy before processing;
- Using available Banner tools (CAPP), assisting the Academic Schools to verify graduate eligibility by assessing student academic records to ensure that all requirements have been met. This includes analyzing possible course equivalencies and ongoing consultation with program coordinators. Maintaining CAPP (diploma audit) module of Banner and produces reports to assist in graduate assessments; and
- Working in compliance with the Occupational Health and Safety Act.

Job Requirements

Candidates must possess the following:

- Two (2) year of post-secondary diploma in Business, Marketing, Accounting, Human Resources or an equivalent combination of education and related work experience;
- Three (3) years of increasingly responsible office experience in a multi-tasked fast-paced environment with demonstrated ability to follow a systems approach;
- Advanced computer skills;
- Excellent and persuasive communication skills;
- Ability to function effectively and cooperatively in a team environment;
- Ability to positively interact with a varied client group in a consistent, confident and friendly manner. In most cases, incumbent is a “first” contact for clients and potential clients - attitude of the incumbent will determine public opinion of the college;
- Proven accurate data-entry skills and a demonstrated ability to handle systems operations (computer literacy);
- Working knowledge of Microsoft Office Suite;
- Excellent mathematical skills;
- Strong organizational skills required to handle numerous tasks simultaneously;
- Ability to work quickly and accurately; and
- Must be cognizant of the Freedom of Information Act and its implications in dealing with clients.

Ideally, the preferred candidate will have the following:

- Experience in an Ontario college Registrar department; and
- Knowledge of Banner or similar client information system

Salary Range	Payband F: \$26.57 to \$30.81
Shift Type	8:30am - 4:30pm
Other Shift Type (if applicable)	N/A
Hours of Work	35
Contract Duration (if applicable)	January 4, 2020
Category	Clerical
Application Deadline	8/18/2019

