Student Services Assistant

Employee Group: 07N

Trinity Salary Range: $46,064 – $62,383 (subject to July 1, 2018 adjustment)

Reports to: The Registrar and Director of Student Services

Appointment Type: Term: August 1 to December 21, 2018

Position Summary: The successful applicant provides a wide range of student-related services and administrative support services to the Registrar’s Office.

Key responsibilities:
• Provides front-line reception in person, by e-mail and telephone to a wide range of individuals: students, faculty, staff, parents, and the general public.
• Triage all inquiries, assesses the level of need, addresses inquiries and/or makes an appropriate referral.
• Handles inquiries related to Arts and Science dates, rules, regulations, and fees-related questions.
• Manages the office’s filing system, both current and archived files, while paying particular attention to FIPPA guidelines and records policy.
• Ensures that all personal information, course enrolments and program enrolments are correct and up to date and maintains records for completeness.
• Completes verification of enrolment forms and letters.
• Processes fee deferrals.
• Processes Divinity transcript requests.
• Manages the calendars of office staff.
• Monitors student traffic and keeps statistics on use of services.
• Assists with execution of events (e.g. orientation events, student programming).
• Assists with couriering and mailing material.
• Provides administrative support to office staff as needed.
• Other related duties which may be assigned from time to time.

Education: College Diploma or an acceptable equivalent combination of education and experience.

Experience: Related work experience in a student services or customer service environment an asset.

Skills: Solid working knowledge of MS Office software, particularly Word and Excel. Excellent and accurate data management and filing skills. Independent work habits and strong organizational skills; friendly and discrete manner; ability to handle frequent interruptions and a variety of overlapping tasks; excellent oral and written communication skills; accuracy and attention to detail, tact and good judgment.

Submit resume and covering letter to: https://secure.trinity.utoronto.ca/Resume/?Stream=Student+Services+Assistant+(2018)

Job Posting: Monday June 18, 2018

Applications will be accepted to: Monday June 25 at 4:00 p.m.

We thank all applicants for their interest in this position. However, only those selected for an interview will be contacted.