

**Nipissing University**  
**JOB DESCRIPTION**

<b>POSITION TITLE:</b>	Processing Clerk
<b>DEPARTMENT:</b>	Office of the Registrar
<b>CLASSIFICATION:</b>	Clerk B
<b>WAGE GRADE:</b>	WG 30
<b>EMPLOYMENT DEFINITION (STATUS):</b>	Full-Time Support
<b>SUPERVISOR:</b>	Associate Registrar, Admissions

**SUMMARY OF FUNCTIONS:**

Reporting to the Associate Registrar, Admissions, the Processing Clerk is the central point of contact for the Office of the Registrar. The incumbent is responsible for assisting prospective and current students, family, faculty, staff and the general public in person, by fax, telephone and through email for matters related to the admissions and enrollment in all undergraduate, teacher education and graduate programs as well as for certified teachers pursuing additional qualifications.

The Processing Clerk provides support to the Office of the Registrar importing and exporting information related to applications, admissions and transcripts, facilitating admission and registration mail outs, processing documents, maintaining accurate application and student files, and processing transcripts and third-party verification requests.

**DUTIES & RESPONSIBILITIES:**

**Application and Admission Support (35%)**

- Receive and acknowledge daily OUAC applications, EDI transmissions and supporting documentation
- Decipher and accurately enter application data to create electronic records
- Create and organize application files, acknowledgement letters and labels
- Assist with maintaining a system for tracking and organizing complete and incomplete applications using Ellucian Colleague
- Assist with the preparation of applications for committee review for applicable programs
- Receive, organize and maintain waiting list forms
- Coordinate the process to update all acknowledgement and offer documents with the Admissions and Enrollment Services Coordinators and Admission Coordinators
- Compile and mail acknowledgement packages
- Update annually the email and website for all auto emailed acknowledgements. Ensure the automatic process is being run daily.
- Assist with coordinating, compiling and mailing admission decision to all prospective and current students
- Determine necessity for and create student files for applicants who have accepted and registered for classes

## **Reception and General Office Support**

**(30%)**

- Present a welcoming and engaged presence in person, by telephone and by emails, to all general inquiries to Nipissing University and more specifically the Office of the Registrar
- Perform reception duties as the first in-person point of contact for visitors and students to the University
- Maintain a comprehensive knowledge of institutional and departmental information in order to better serve the student and faculty community including academic calendar information, admission/registration information, university activities and employee directory
- Gather and send Academic Advising all required documents for second degree processing
- Coordinate the placement of Office of the Registrar messaging on the campus monitors and social media
- Assist other Office of the Registrar staff with data entry – enter admissions and applicant information, registration information, waitlist information, second degree plans, course completion data, etc. into Ellucian Colleague
- Coordinate the official student name change process including updating electronic and paper files
- Update name, email address and telephone number changes on electronic and paper files.
- Retrieve and process departmental mail
- Maintain office inventory (e.g. printed materials, office supplies, etc.) and appropriately stored.
- Monitor institutional website for missing or inaccurate registrarial related information and notify relevant areas as necessary
- Guide student staff accordingly to ensure completion of tasks

## **Communication of Information**

**(20%)**

- Compose and send letters and emails relating to student records in response to written requests for information from students or third-party organizations such as law offices or the military
- Evaluate students, with support from the Pathway Development Coordinator, by way of degree audit and provide subsequent letters to various institutions (e.g. QECO, CPA Ontario) with respect to extra credits attained, degree conferral, transfer credits, education verification, proof of enrollment, etc.
- Monitor and maintain the proof of enrollment email account
- Consult with the Finance Office to verify receipt of funds for all documentation requests
- Ensure compliance of rules related to access and release of confidential data in accordance with University policy and privacy legislation
- Respond to inquiries to the Registrar's Office regarding degree programs offered, applications, admission requirements, registration, course offerings, important dates, withdrawals, office locations, etc.
- Provide accurate, timely, thorough and authoritative responses to each inquiry addressed to departmental email accounts as well as through telephone, facsimile and post

## **Transcripts**

**(15%)**

- Process incoming and outgoing EDI transcripts
- Monitor and maintain the transcripts email account
- Serve as primary contact and information source for all issues relating to transcript requests
- Provide appropriate advice and assistance when required
- Produce and send official Nipissing University transcripts to students and third party organizations
- Ensure the secure storage and use of official transcript paper

## **Any other duties as assigned**

## **QUALIFICATIONS:**

**Education:** Two-year office administration diploma from a recognized college

*Training and/or experience may be substituted for formal academic training at the discretion of the University*

### **Training, Experience, Knowledge & Skills Required:**

- One to two years of relevant work experience, preferably at the postsecondary level
- Experience dealing with multiple and conflicting deadlines, distractions and interruptions
- Experience using a variety of computer software packages and administrative practices/procedures
- Experience with Ellucian Colleague, Entrinsic Informer and Microsoft Teams considered an asset
- Knowledge of university system, academic regulations and procedures
- Knowledge of Nipissing University services, programs and course offerings
- High level of tact and diplomacy
- Awareness and sensitivity to student cultural differences and special needs
- Keen attention to detail and ability to recognize errors and inconsistencies
- Excellent communication (oral and written), interpersonal, customer service, multi-tasking, time management and problem solving skills
- Ability to adapt to a changing environment
- Ability to maintain confidentiality

## **RELATIONSHIPS/CONTACTS:**

**Supervised by:** Associate Registrar, Admissions

**Internal Contacts:** Faculty, students and staff

### **External Contacts:**

- Prospective students, applicants, former students and parents
- General public
- Guidance Counsellors
- Other colleges and universities
- Various external agencies

## **MATERIALS UTILIZED:**

- Academic calendar and other Nipissing University publications
- Various software applications
- Various databases
- General office equipment

## **PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:**

- Visual and mental concentration
- Light to moderate physical demands; sitting, standing, walking, some lifting/packing/unpacking supplies for mailouts and office supply maintenance
- Open concept office environment
- Conflicting demands/requests
- Interruptions
- Regular working hours with some “peak times”

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I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date