

Nipissing University

JOB DESCRIPTION

POSITION TITLE:	Processing Systems & Records Clerk
DEPARTMENT:	Office of the Registrar
CLASSIFICATION:	Clerk B
WAGE GRADE:	WG 30
EMPLOYMENT DEFINITION (STATUS):	Contract
SUPERVISOR:	Associate Registrar, Systems

SUMMARY:

Reporting to the Associate Registrar, Systems, the Processing Systems & Records Clerk role serves as a key front-line representative of the Office of the Registrar, delivering friendly, professional, and student-centred service to prospective and current students, staff, faculty, and external partners. The position responds to a high volume of inquiries across multiple channels, providing accurate and timely information on admissions, registration, academic policies, student records and systems, while ensuring a welcoming and supportive experience for all community partners.

In addition to providing service excellence, the role supports core registrarial operations, including application and admissions processing, records management, registration and transcript services. The clerk ensures the accuracy, integrity, and confidentiality of student information, contributes to clear and consistent communications, and plays an important role in maintaining efficient, well-coordinated processes that enhance the overall student experience and support departmental operations.

DUTIES & RESPONSIBILITIES:

Reception and General Office Support

(35%)

- Present a welcoming and engaged presence in person, by telephone and by email, 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 to support students and community members, including academic calendar information, admission and registration information, university activities and the employee directory
- Gather and forward Academic Advising all required documents for second degree processing
- 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
- Compile and update student information, including name and contact information changes
- Retrieve and process departmental mail
- Maintain office inventory (e.g. printed materials, office supplies, etc.) and appropriately stored.
- Provide task guidance to student staff to support completion of assigned tasks

Student Communications**(35%)**

- Identify appropriate recipient criteria for mass email notifications, to ensure messages are sent only to the targeted recipients will be sent the intended audience
- Review, format, send, and archive mass email messages ensuring links are valid and content is properly formatted using HTML
- Support the preparation and delivery of Welcome Packages for new students for each intake, working with University departments to ensure accurate and timely delivery of key information
- Serve as the departmental contact for New Student Orientation by providing information, gathering feedback, and updating modules for each intake
- Compose and send letters and emails relating to student records in response to written requests from students or third-party organizations such as law offices or the military
- Review student records, with support from the Pathway Development Coordinator, using degree audit information and prepare letters for external institutions (e.g. QECO, CPA Ontario) regarding extra credits attained, degree conferral, transfer credits, education verification, proof of enrollment, and related matters.
- Monitor and maintain the proof of enrollment email account
- Consult with the Finance Office to verify receipt of payment for all documentation requests
- Ensure compliance with rules related to access and release of confidential information in accordance with University policy and privacy legislation
- Respond to inquiries at the Registrar's Office regarding degree programs applications, admission requirements, registration, course offerings, important dates, withdrawals, office locations, and related information

Application, Records and Systems Support**(20%)**

- Support admissions data integrity and compliance by preparing and submitting files to validate and/or request Ontario Education Number (OENs) through the Ministry of Education database, investigate and resolve mismatched OEN information and update the Student Information System and/or the Ministry of Education database accordingly with the correct OEN numbers for each Nipissing Applicant
- Support OENs clean-up activities for Institutional Planning to ensure the enrolment data complies with Ministry requirements
- Support OEN reporting by maintaining accurate and up to date, using available Ministry resources
- Interpret 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 preparing applications for committee review for applicable programs
- Support the process of updating all acknowledgement and offer documents with the Admissions and Enrollment Services Coordinators and Admission Coordinators
- Compile and mail acknowledgement packages
- Update email and website content for auto emailed acknowledgements and ensure the automatic process is being run daily
- Assist with compiling and mailing admission decision to prospective and current students
- Determine when student files are required and create files for applicants who have accepted an offer and registered for classes

Transcripts

(10%)

- Process transcripts requests, including incoming and outgoing EDI transcripts and individual students' requests ensuring payment has been received and transcripts are completed in accordance with Nipissing University standards and the request submitted by the student
- Monitor and maintain the transcripts email account and follow up with the Finance Office or student as needed.
- Serve as primary contact and information source for all issues related to transcript requests submitted to Nipissing University
- Provide appropriate information and assistance to students, other departments, and third parties regarding transcript processing, in compliance with FIPPA legislation.
- Produce and send official Nipissing University transcripts to students and third-party organizations in compliance with applicable legislation.
- Ensure secure storage, ordering and careful use of official transcript paper

Other duties as assigned.

QUALIFICATIONS:

Education: Two-year office administration or computer technology 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 customer service work experience, preferably at the post-secondary level
- Experience dealing with multiple and conflicting deadlines, distractions and interruptions
- Experience and strong aptitude for learning and working comfortably across multiple software systems and platforms.
- Experience with Ellucian Colleague, Entrisik Informer, basic HTML, and Microsoft Teams considered an asset
- Knowledge of university system, academic regulations and procedures
- Knowledge of Nipissing University services, programs and course offerings considered an asset
- 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

POSITION/CONTACTS:

Supervised by: Associate Registrar, Systems

Internal Contacts: Students, Staff, and Faculty

External Contacts:

- Prospective students, applicants, students, former students, alumni, parents, and supporters

- General public
- Guidance Counsellors
- Other colleges and universities
- Various external agencies
- OUAC,
- Various associations, boards and governmental agencies.

MATERIALS UTILIZED:

- Academic calendar and other Nipissing University publications
- Various software applications
- Various databases (internal and external to Nipissing University)
- 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 with predictable deadlines
- Interruptions
- Regular working hours with some “peak times”

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 Signature

Date

Human Resources

Date