



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## STUDENT SERVICES PROFESSIONAL

<b>Job ID</b>	<b>27948-9654</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=27948-9654">https://careers.indigenous.link/viewjob?jobname=27948-9654</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2019-08-14	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

Department Description: The Office of the Registrar provides a number of services to both prospective and current students and is the primary information source on enrolment, convocation ceremonies and important student dates and events throughout the year. We are a smart, collaborative group of nearly 70, spread across 7 departments: Student Services, Student Financial Aid & Scholarships, Student Recruitment, Undergraduate Admissions, Student Records & Systems, Scheduling & Examinations, and Central RO Administration. This supportive and dynamic team works together to provide assistance to students from the beginning of their time at McMaster University until they graduate. We are currently looking to hire a team of Student Services Professionals in our Student Services department that will use a variety of specialized skills to promote and support the overall strategic plan of the Office of the Registrar. An integrated student services centre in the Office of the Registrar will provide employees with an opportunity to be engaged and support students at McMaster in meaningful ways. The centre, which services over 30,000 customers, takes a first-contact resolution approach in helping students navigate self-service options, providing transactional and in-depth assistance and university/financial counselling. With more transactional services moving to self-service and online options, the service centre will predominantly deal with non-routine, complex inquiries and cases. The Student Services team will be expected to have detailed and comprehensive knowledge over a wide variety of areas and will be empowered to problem solve and resolve the vast majority of complex issues and inquiries brought forward with authority and without redirection (i.e. "first-contact resolution"). The Student Services team will exhibit superior professionalism, tact, diplomacy, empathy and patience in all interactions. Approximately 75-80% of the student inquiries entering the service centre will be focused on student enrolment and finances. The Student Services Professionals will need to work well both independently and in a team setting.

Job Summary: Responsible for providing guidance and advice to prospective and current students for inquiries and situations regarding undergraduate programs, admissions processes, student enrolment and student financials. Develops programs and services to assist current and prospective students to obtain and manage their resources throughout their post-secondary career. Responsible for providing accurate information and ensuring a thorough knowledge of University and Ministry policies and regulations. Provides exemplary student service using a variety of communication platforms to prospective and current students, alumni, parents, and guests as well as campus colleagues.

Purpose and Key Functions:

- Develop programs and services to assist current and prospective students to obtain and manage their resources throughout their post-secondary career.
- Create customized strategies to help students overcome financial obstacles.
- Interview students regarding financial issues, family history, personal choices, academic issues, and assess and evaluate the information provided.
- Provide confidential advice to students including, but not limited to, admission requirements and eligibility, the modification of course and program requirements, family and status changes, government assistance and eligibility, and income revisions and the impact that these changes have on financial aid eligibility and university status/fees.
- Collaborate with various stakeholders to educate students on their financial obligations and resolution of student issues.
- Advise prospective students from all education sources on program options and admission requirements.
- Research external funding sources available to students and provide students with information on available external funding options and financial programs.
- Complete a complex adjudication process for financial aid applications, which includes, but is not limited to: eligibility assessments, validating and inputting supporting documentation, applying cost codes, initiating correspondence, confirmation of enrolment, and updating university and government systems.
- Liaise with colleagues both internal and external to the University to discuss and understand a range of issues, including but not limited to, best practices and technological improvements.
- Plan and coordinate outreach events and educational sessions.
- Liaise independently with applicants, students, parents, alumni, faculty and staff to explain detailed policies, procedures and services using a variety of communication platforms.
- Determine and assess students for service and/or program eligibility.
- Collect, analyze, assess, and summarize information relevant to the decision making process and develop recommendations for final approval and implementation.
- Refer at-risk students to the appropriate internal and external services and departments that offer specialized assistance to individuals in need.
- Review and interpret a variety of supporting documentation in order to assess and process applications, and release funds.
- Process and distribute official documentation (i.e., tax forms, receipts, certification letters, incoming documentation from applicants. transcripts and diplomas).
- Participate in student services events and meetings and provide information in support of departmental services (i.e., recruitment events, convocation, Ontario University Fair, etc.).
- Review student accounts for validity of records, fees, payments and other charges, and process applicable refunds.
- Processes transactions through a point-of-sale system (e.g. student account fees, refunds, and service fees).
- Enter data, generate reports and prepare/balance daily cash deposits using accounting software systems.
- Review and process a variety of education verifications.
- Provide new and replacement identification cards to students.
- Maintains the confidentiality of applicant and current student records

- Apply University and government policies to daily office practices. Ensure adherence to established university schedules and deadlines. Remain current with changes in internal and external policies and procedures through workshops, meetings, or reading manuals.
- Ensure compliance with inspections, audits, and government policies through the correct interpretation and application of information provided through various government policy and guidelines.
- Assemble, copy, collate, and distribute documents and packages.
- Sort and distribute incoming mail and faxes.
- Set up and maintain filing systems, both electronic and hard copy. File and archive ministry documents.

Supervision: Provides functional guidance to others on an ongoing basis. JD1189

For more information, visit McMaster University for STUDENT SERVICES PROFESSIONAL