



## University of Northern British Columbia

External Posting #11-107CU(E)

### University Services Representative (Full-time, Term – to Nov 2, 2012)

#### **Duties:**

Reporting to the Assistant Registrar – Records and Operations, you will provide front counter service in the Office of the Registrar.

Specific duties will include, but are not limited to:

- Represent the university with the utmost of professionalism and customer service excellence
- Provide front-line service in the Office of the Registrar, assisting with general and specific inquiries from students, prospective students, other customers; and re-directing as appropriate
- Utilize Banner to register students and assist clients
- Maintenance of Student Records
- Perform data entry and data cleanup
- Assist with other unit functions such as mail, data cleanup, etc
- Maintain stock levels of reference materials and forms for the Office of the Registrar and display areas
- Other duties and special projects as required

#### **Qualifications:**

The successful candidate must possess a one-year certificate in office or business administration, together with a minimum one year of experience gained in a Registrar's office or student services area. An equivalent combination of education and experience will be considered. Knowledge about admissions and registration processes, and experience in a business environment utilizing email, word and spreadsheet processing software is required. Familiarity with Banner Student is an asset. You have demonstrated exceptional customer service in your previous experience and thrive in a demanding environment. You have superior interpersonal, organizational, time management, and problem-solving skills as well as excellent oral and written communication skills. The ability to work independently or as part of a team, multi-task, prioritize work, meet deadlines and exercise a high level of tact, discretion, confidentiality and accuracy is essential.

Normal hours of work will be 8:30 am – 4:30 pm Monday through Friday.

#### **Salary:**

This position has been classified at a Grade 4. The annual salary range for this position is \$37,922.12 - \$39,094.97, and the normal starting salary will be \$37,922.12.

Please forward your resume and proof of education quoting Competition #11-107CU to:  
Human Resources, University of Northern British Columbia  
3333 University Way, Prince George, BC, V2N 4Z9.  
Phone: (250) 960-5521. Email submissions: [HRecruit@unbc.ca](mailto:HRecruit@unbc.ca)

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. The University of Northern British Columbia is committed to employment equity and encourages applications from women, aboriginal peoples, persons with disabilities and members of visible minorities.*

*We thank all applicants for their interest in UNBC. However, only those applicants selected for further consideration will be contacted.*

**Applications will be accepted before 4:30 pm on: February 8, 2012.**