

Posting #25-081CU

Registrar Services Assistant

Office of the Registrar

Regular, Full-time

Purpose

Reporting to the Associate Registrar, Records and Systems, the Registrar Services Assistant (RSA) is accountable for supporting registrarial activities in the Office of the Registrar at University of Northern British Columbia (UNBC). This position is itinerant in nature and supports efforts across multiple registrarial areas during peak periods. By nature, the duties of this position will shift frequently. This position requires the ability to work collaboratively with a large, diverse group of people and teams. This position also requires the ability to train frequently and successfully refer to established documentation and training modules.

Responsibilities

Duties include but are not limited to:

- Supporting multiple registrarial areas during peak periods, including:
 - Collecting and receiving student documents, transcripts, forms, etc.;
 - Processing data entry and data clean-up and correction;
 - Maintaining student records in file room and Banner Document Management, including batch scanning and indexing;
 - Supporting student file and records issues for follow up with faculty areas, administrators or students and advising on administrative processes;
 - Answering routine questions in shared email accounts from applicants, students, faculty and staff;
 - Completing routine academic scheduling requests, such as room or instructor changes;
 - Processing registration and registration overrides;
 - Pushing applications for admissions and processing routine admissions decisions;
 - Processing StudentAid BC and National Student Loan Centre confirmations of enrolment;
 - Collecting and processing awards applications, acceptances and documentation;
 - Verifying student eligibility to receive loan funding or interest-free status;
 - Processing routine requests for articulation, course outlines, and letters of permission;
 - Processing official transcript requests;
 - Processing confirmations of enrolment, education verifications, lawyer's requests, confirmations of graduation, and other enrolment verifications;
 - Processing student refund requests;
 - Processing agent commissions;
 - Supporting frontline services and student requests;
 - Supporting thesis and dissertation defences;
 - Processing graduate student progress reports, time extensions, and leaves of absence;
 - Supporting graduate student continuance through file review, degree compliance, and GPA calculations;
 - Supporting PEN verification;
 - Processing grades, change of grades, and grade deferrals and assessing transcripts for academic history adjustments;

- Supporting end of term grade processing;
- Processing late withdrawal requests;
- Supporting routine graduation compliance checks;
- Supporting parchment creation and distribution;
- Supporting convocation events.
- Training RSA and Enrolment Services staff on registrarial processes;
- Maintaining RSA documentation and training modules;
- Supporting the testing and implementation of registrarial ITS and systems projects;
- Maintaining webpages, forms and SharePoint sites that provide registrarial information;
- Running reports to support business process, resource prioritization, enrolment management, and records auditing;
- Supporting research of policies and procedures and prepares research findings for Registrar and Associate Registrars;
- Supporting special events as required;
- Acting as back-up recording secretary for Senate committees with registrarial oversight, such as the Senate Committee on Scholarships and Bursaries;
- Maintaining a detailed knowledge of University policies and procedures, as well as academic regulations;
- Maintaining a thorough understanding of confidentiality, privacy and records management practices, as well as knowledge of the BC Freedom of Information and Protection of Privacy Act (FIPPA); and
- Demonstrating a respect for equity and diversity in the UNBC community by ensuring a high level of cultural sensitivity.

Qualifications

The successful candidate must have two years of post-secondary education and have a minimum of 3 years of experience in student administrative services in a post-secondary environment. The successful candidate must show good knowledge of post-secondary policies and academic regulations and understand the student life cycle and experiences.

Critical proficiencies include:

- Excellent administrative, organizational, and multi-tasking skills;
- Excellent customer service and interpersonal skills;
- Excellent analytical and problem-solving skills;
- Exceptional communication skills, both verbal and written;
- Demonstrated experience following administrative documentation and training modules;
- Strong skills in Microsoft Office, including Teams and SharePoint; reporting tools (such as Argos, FAST and Microsoft Access); relational student information systems (such as Banner Student); and web content management systems (such as Drupal);
- Training in FIPPA and experience applying FIPPA to student records and personal information in a post-secondary setting; and
- Training in EDI, preferably in a post-secondary setting.

Excellent time management and organizational skills are necessary, with the ability to problem solve, plan, prioritize and be self-direct with a high degree of accuracy. It is critical that this role can work independently and demonstrate initiative, and work collaboratively with faculty, staff and students with exceptional interpersonal skills. This position requires a high level of professionalism and ability to network, interact with, and provide direction to a wide range of constituents, often with limited time and flexibility.

An equivalent combination of education and experience will be considered.

Salary

This position has been classified at a Grade 7. The annual salary range for this position is \$62,644.40 to \$65,228.80 and the normal starting salary will be \$62,644.40.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

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

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.



With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-081CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on September 15, 2025.

