



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00060	Pay Grade:	5
JD Title:	Communications Team Member	JD FTE Hours:	35
Job Family:	Registrar		

General Description

Responsible for providing general assistance and information to students and applicants regarding undergraduate programs, admissions processes, and general academic and registration procedures and policies.

Representative Duties & Responsibilities

- Act as a first point of contact, respond to inquiries, and provide information to applicants, students, alumni, and the general public.
- Search multiple student record systems to verify student information and respond to inquiries.
- Explain a variety of processes and procedures for requesting documents such as transcripts and certifications.
- Respond to rejected applicants and explain reasons for the decision as outlined in the admissions database.
- Complete education verifications and calculate grade point averages.
- Assist students with the use of the on-line registration and application system, and other procedures such as deferring exams and program transfers.
- Refer students to appropriate offices and departments within the University as required.
- Write correspondence and respond to email inquiries, questions, and problems posed by students, applicants, alumni, and the general public.
- Document transcript request information required to generate an official transcript.
- Process and distribute transcript and rush transcript requests, letters of permission, and diplomas.
- Collect various forms and verify the information provided.
- Empathize with upset individuals and refer them to the appropriate contact.
- Provide new and replacement identification cards, validation stickers, and bus passes to students as required.
- File documents.
- Update and maintain database information.
- Attend and participate in meetings.
- Assemble and mail program information packages.

Supervision

- Ensure adherence to quality standards and procedures for short-term staff and volunteers.
- Provide orientation and shows procedures to others.

Qualifications

- 1 year Community College Diploma in Office Administration or related field.
- Requires a minimum of 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents, enter data into databases, and prepare correspondence.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, filing documents, word processing routine documents such as correspondence and forms, and inputting data into databases.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Responding to inquiries and providing information to applicants, students, alumni and the general public.
 - Responding to rejected applicants and explaining reasons for the decision as outlined in the admissions database.
 - Explaining a variety of processes and procedures for requesting documents such as transcripts and certifications.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally exposed to irritating noises from working in a high traffic area.

Psychological Environment:

- Frequently interacts with individuals who may be rude or upset.
- Frequently deals with multiple requests for admissions information.
- Continuously required to remain at the workstation until relief staff are available to cover the front desk.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

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JD #:	JD00060	Pay Grade:	5
JD Title:	Communications Team Member	Total Points:	367
Job Family:	Registrar		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	1.0	5
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.5	31
	5. Education and Experience	C3	52
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	3.0	18
	14. Health and Safety	1.0	5