



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 #:	JD00501	Pay Grade:	7
JD Title:	Student Records Systems Team Lead	JD FTE Hours:	35
Job Family:	Registrar		

General Description

Responsible for planning, developing, documenting, and monitoring the process flows and schedules of the Student Records systems. Communicates with faculties and departments to coordinate and accommodate record requests.

Representative Duties & Responsibilities

- Interacts and communicates with various levels of McMaster's community regarding student records, policies, processes, and procedures.
- Evaluates data query requests and assesses feasibility and requirements to fulfill the requests.
- Responds independently to student records questions, issues, and problems. Determines the scope of the issue and provides advice on how to resolve the problem.
- Directs daily operations of the Records Team, analyzes workflow, and establishes priorities to ensure that scheduled deadlines are met for various academic sessions and cycles
- Drafts student record policies and procedures for review.
- Manages several databases.
- Writes queries to import and export data from a variety of database applications and maps data.
- Performs preliminary investigations and troubleshooting of student record issues and questions such as batch job errors and data inconsistencies. Determines the scope of the issue and recommends the course of action to be taken.
- Monitors and reconciles budget expenditures.
- Completes financial forms including travel expense reports, electronic cheque requisitions, purchase orders, and journal entries.
- Participates in the preparation of monthly batch processing schedules.
- Develops monthly batch processing schedules in the absence of the Student Records Systems Administrator.
- Records hours for casual employees in the payroll system.
- Writes and maintains a variety of documents such as correspondence, process and procedural documentation, user manuals, user documentation, and inventory listings of job processes.
- Reviews and interprets Canada Revenue Agency tax regulations regarding eligibility for tuition, education, and textbook amounts.
- Generates and corrects student tax forms.
- Assists with convocation by using a database to track and confirm students eligible for convocation, printing diplomas and programs, and printing presenter cards.
- Reconciles database with other systems to ensure that data is correct and students are eligible for convocation.
- Processes data for the Records Team during peak periods including grade collection, grade changes, entering updates, registrations, and information verification.

Supervision

- Provides lead hand supervision and is responsible for the quality and quantity of work of others.
- Occasionally provides orientation and shows procedures to others.

Qualifications

- 2 year Community College diploma in Computer Systems or related field.
- Requires 3.5 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 correspondence, financial forms, and input payroll data.
- 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 to word process responses to inquiries and various documentations.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Evaluating data query requests and assessing the feasibility and requirements to fulfill the requests.
 - Responding independently to student records questions, issues, and problems. Determining the scope of the issue and recommending the course of action required to resolve the problem.
 - Monitoring and reconciling budget expenditures.
 - Developing monthly batch processing schedules
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests from multiple sources.

Health & Safety:

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

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00501	Pay Grade:	7
JD Title:	Student Records System Team Lead	Total Points:	462
Job Family:	Registrar		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	4.0	83
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	D3	60
	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	3.0	46
	10. Responsibility for Others	3.0	55
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.0	66
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5