



Job Category

CUPE 2950

Job Profile

CUPE 2950 Salaried - Student Info Support 3 (Gr5)

Job Title

Student Service Representative

About UBC and the ELI

The University of British Columbia is a global centre for research and teaching, consistently ranked among the top 20 public universities globally. A large part of what makes us unique is the community of engaged students, instructors, faculty, and staff who are collectively committed to shaping a better world. Recognized as a leading employer in British Columbia and Canada, UBC supports all members of the community their journey of discovery, and challenges them to realize their greatest potential. New ideas, changing infrastructure, innovative technology, and fresh approaches are opening up possibilities for the future of research, teaching, and work.

The ELI has been contributing to the University of British Columbia's global engagement for over 50 years through immersive English language programs that integrate outstanding classroom practice, homestay services, and UBC undergraduate-led socio-cultural activities. Each year, there are over 2,000 registrations from English as an Additional Language learners attending programs ranging from 3 to 48 weeks. Our programs assist learners in reaching their academic and professional goals, supporting their personal well-being, developing their intercultural proficiency, enhancing their access to the global community and facilitating their ability to further local and international social good. The ELI at UBC is where you will find contemporary and innovative teaching and learning practices in an appreciative, respectful and collaborative environment.

Position Description

This position is central to the operations of the English Language Institute (ELI) and is part of the student services team. The student services team handles applications for approximately 2000 students per year who are registered for part-time or full-time ELI courses, which run for periods of three weeks up to one year or more. Works independently to provide general information on ELI courses, visa requirements, fees, accommodation, etc., to clients. Responsible for promoting ELI courses to clients. Enters all student course, accommodation, fees and payment information, ensuring it is accurate and current. Provides up-to-date and accurate information on medical insurance requirements for international students.

Duties and Responsibilities:

1. Incorporates a professional and customer service approach to each interaction with prospective and current learners.

2. Provides clear, comprehensive advice to general inquiries, ensuring that more complex inquiries are forwarded to the correct person for a response.
3. On a daily basis is responsible for promoting ELI programs and courses online and on-campus.
4. Remains current on course offerings as well as general information about visa requirements.
5. Exercises good judgement, works sensitively with individual circumstances and communicates accurately and empathetically with a highly diverse population. Works effectively and respectfully with non-native speakers of English
6. Processes student fees, cash, cheques, credit card or debit card payments and reconciliations, issues receipts and balances daily, complying with the Payment Card Industry (PCI) standards.
7. Advises prospective students about all programs offered, course selection, general requirements for visas, medical insurance, options for accommodation, and other policies and procedures such as cancellations and refunds.
8. Assists students as they complete their application/registration.
9. Keeps track of program online requirements such as minimum age, location and time zones.
10. Ensures that learners are notified of course changes or cancellations; processes refunds in a timely manner.
11. Calculates course and accommodation fess required for local and international incoming and continuing students. Follows up to ensure all fees are collected before start of program. Calculates refunds and/or transfer amounts and ensures that refunds and/or transfer are completed in a timely manner.
12. Communicates information accurately while adhering to Freedom of Information and Privacy regulations.
13. Updates key documents for upcoming programs, including, but not limited to, letters of acceptance, confirmations of registration, email templates and receipts, and the pre departure handbook.
14. Exercises good judgement, works sensitively with individual circumstances and communicates accurately and empathetically with a highly diverse population. Works effectively and respectfully with non-native speakers of English.
15. Maintains familiarity with other areas of the university, such as Enrolment Services and Access and Diversity, in order to respond and appropriately redirect routine inquiries about other UBC services and offerings.
16. Sorts, files, and updates student records. Performs accurate data entry for all aspects of student registration using SRS. Writes up student information forms for new students and matches up incoming payments and forms to existing files.
17. May be required to process group registrations.
18. Generates student record forms, letters of acceptance, transcripts, tax forms and receipts.
19. Processes applications for homestay and campus accommodation.
20. Assists in the organization of material related to airport pickup, campus accommodation, and homestay.
21. Keeps track of printed material supplies and has more photocopied or ordered as needed.
22. Processes outgoing mail and coordinates registration courier pickups by preparing courier package and waybills, calling in courier pickups and collecting courier slips to be forwarded to the ELI accounting department.
23. Follows up with any pending application forms and payments.
24. Supports sample classes in regard to sending reminders, survey emails and Zoom links as well as participating as moderator.
25. Reviews different types of materials for accurate information such as the website, SRS codes, application form course dates, medical insurance dates and annual dates and fees lists.

26. Acts as the main contact for trouble calls for the building, logs in trouble calls and follows up.
27. Creates and posts ads and messages for the monitor located in the lobby.
28. Provides support to colleagues during absences.
29. Performs other duties as required.

Consequence of Error/Judgement

Decision-making is based on a thorough knowledge of policies and procedures of the University and the Faculty of Education. Consequence of error is high and poor decisions, judgment or errors would adversely impact learners. Delays in responding to inquiries may result in the loss of registrations. This in turn would jeopardize the reputation and the financial well-being of the Faculty of Education and the University. This position requires very careful attention to details and adherence to deadlines. Meticulous planning, a high degree of organization and excellent time management skills are required.

Interaction with applicants, learners, alumni and UBC faculty and staff is largely unsupervised and tact and professionalism is required at all times. A nonprofessional demeanor, poor level of service or misinformation may damage the UBC reputation and may result in fewer applicants to our programs.

Supervision Received

Works independently on routine tasks. Exercises considerable judgement in performance of duties. Refers complex issues to the International Relationships and Registration Managers.

Supervision Given

May oversee assigned work of clerical support staff hired to cover peak periods. May also assist in training.

Qualifications:

High School graduation and 1 year post-secondary education and 3 years of related experience or the equivalent combination of education and experience.

Preferred Qualifications

Senior administrative experience preferred. Related experience preferably in a university environment and as a cultural assistant. Experience with records management is an asset. Knowledge of various types of audio-visual equipment and the ability to set them up. Ability to make thoughtful, informed, and thorough decisions. Ability to speak another language is an asset. Ability to type 50 wpm. Strong customer service orientation. Effective oral and written communication, interpersonal and organizational skills. Ability to exercise good judgement, tact and discretion. Ability to work both independently and within a team environment. Experience working in a fast-paced environment. Ability to effectively manage multiple tasks and priorities. Ability to work in an entrepreneurial environment. Ability to work respectfully across cultural differences. Ability to analyze problems, identify key

information and issues, and effectively resolve. Ability to compose complex correspondence and prepare reports in clear concise business English, and to draft complex correspondence for signature. Ability to deal with a diversity of people in a calm, courteous, and effective manner. Ability to obtain and disseminate information effectively and tactfully with individuals from all levels of the University and the external community. Ability to operate a normal range of standard office equipment. Ability to effectively use MS Office at an intermediate level (e.g., Outlook, Word, Excel, PowerPoint). Ability to use registrations systems such as Student Registration System (SRS) and SISC preferred. Ability to determine the nature and urgency of inquiries and issues, and triage appropriately. Demonstrated ability to keep abreast of developments and trends in relevant areas and a commitment to continuously adding to their knowledge base and skills. Personal attributes of an ideal Faculty of Education Team Member: high level of honesty and integrity, robust work ethic and accountability, demonstrated initiative, adaptability in a rapidly changing landscape, a creative and curious problem-solver, commitment to engendering a harmonious work environment and strong emotional intelligence.

Due to the volume of applications we receive, only successful candidates will be contacted.

Deadline:

February 2, 2023

Note: Applications will be accepted until 11:59 PM on the day prior to the Posting End Date above.

Equity and diversity are essential to academic excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. 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.

All qualified candidates are encouraged to apply; however Canadians and permanent residents of Canada will be given priority.