



**Date:** May 26, 2023

**Competition:** #23-45A

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**APPLICATIONS ARE INVITED FOR THE FOLLOWING  
FULL-TIME REGULAR POSITION**

**Position:** Registration Officer (#1000239)  
**Division:** Student Affairs  
**Reporting To:** Associate Register, Student Affairs

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**Justice Institute of British Columbia:**

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

**Position Summary:**

The primary role of the Registration Officer is to respond to student enquiries including, answering broad registration questions, processing registration payments and refunds, producing transcripts and parchments, creating student records, and maintaining the integrity of Colleague. The Registration Officer may also provide Tier 1 non-technical support to students enrolled in on-line courses. This position also issues receipts and official transcripts and assists with in-person registrations.

**Primary Responsibilities:**

- Provide information on a variety of tuition-based classes and programs to students, the public, external/internal clients by phone, fax, email, correspondence, and in person;
- Provide full scale registration services, including registrations, transfers, and withdrawals;
- Process credit card payments and refunds through Colleague;
- Provide Tier 1 non-technical support to students using web-based tools and applications;
- Process cancelled classes and attend to waitlist;
- Liaise with internal staff regarding course information and student inquiries;
- Maintain student and organization records and files; retrieve information from the old student record database;
- Respond to student tax receipt inquiries and issue replacement student tax receipts;

- Assisting with convocation data entry, sorting and mail out of official documents and other convocation related duties as assigned;
- Performing other related duties as assigned.

### **Qualifications & Requirements:**

- Certificate or Diploma in accounting, business or office administration plus three years of relevant experience; or an acceptable equivalent combination of education, training and experience;
- Demonstrated proficiency with database management, Blackboard or other online training application, word processing software (Intermediate MS Word, Excel), electronic mail and internet applications;
- Technical support experience in a web-based environment is a definite asset;
- Excellent verbal and written communication skills, and the ability to establish and maintain effective working relationships with a variety of internal contacts and external clients from diverse backgrounds;
- Excellent telephone manner and the ability to remain calm under pressure;
- Interpersonal & Customer Service Skills - demonstrated ability to communicate courteously and effectively in person, in writing, and over the telephone with staff, faculty, administrators, students and the public, including government and ministry personnel is essential;
- Proven ability to work independently, as well as in a team environment is essential;
- Proven ability to multi-task, establish work priorities and to work in a high volume, detailed environment with attention to accuracy and timeliness is also essential;
- Willingness to learn new computer systems;
- Strong Attention to Detail;
- Demonstrated English language skills together with strong oral and written communication skills;
- Demonstrated initiative in the completion of work assignments;
- Planning & Organizational Skills;
- Independent Decision Making;
- Student Centred Problem Solving Skills.

**Hours of Work:** Currently Monday to Friday 8:30 am and 4:00 pm, however hours will vary according to business needs.

**A modified work schedule will be considered once the successful applicant has been in the role for 6 months.**

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**Salary Range:** \$1,760.50 to \$1,992.90 bi-weekly (BCGEU Position – Grid 11)

**Posting Date:** May 26, 2023

**Closing Date:** Open until filled

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-45A, via email to [hr@jibc.ca](mailto:hr@jibc.ca).

Please feel free to contact Janice Klarnar at [jklarnar@jibc.ca](mailto:jklarnar@jibc.ca) for more information about this position.

**Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.**

**We encourage applications from members of groups that have been marginalized on any grounds named 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 a person of Indigenous ancestry.**



**LEARNING THAT TAKES YOU BEYOND**