



Date: July 27, 2023

Competition: #23-63

APPLICATIONS ARE INVITED FOR THE FOLLOWING

CASUAL POOL POSITION

Position: Casual Registration Officer (Position #1000377)

Division: Student Affairs

Reporting To: Associate Registrar

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 prospective student questions, processing registration payments and refunds, producing official and unofficial transcripts, maintaining accurate student records, and maintaining the integrity of data held in Colleague. The Registration Officer also provides Tier 1 help for students logging into myjibc.ca and tertiary support for students in on-line courses.

The casual Registration Officer performs the duties of a Registration Officer on a casual on-call basis to provide coverage during vacation or other absences of regular Registration Officers.

Primary Responsibilities:

Registration Support

- Provide Information on a variety of tuition based classes and programs to students, the public, external/internal clients by phone, fax, email, and in-person;
- Provide full scale registration services including registrations, transfers, and withdrawals;
- Process credit card payments through Colleague;
- Maintain accurate student data and assist with data clean up as needed;
- Process cancelled classes and attend to waitlists;

- Liaise with program areas to keep up to date with program changes and course offerings; Escalate when areas of concern are identified ie: inconsistent dates on website and web advisor or patterns of student concerns.

Student Help and Support

- Provide general information about JIBC programs and courses to prospective students and the general public;
- Provide Tier 1 non-technical support to students using web based tools and applications;
- Refer current students to specific program areas as appropriate;
- Provide receptionist-type duties including way-finding, referrals to other campus supports, referrals to local services and other queries;
- Contribute to the student experience by providing a high level of customer service.

Qualifications & Requirements:

- Certificate or diploma in business or office administration or accounting.
- 3 years relevant experience;
- Acceptable equivalent combination of education, training and experience;
- Demonstrated proficiency with database management, intelligent learning platforms or other online applications;
- Demonstrated proficiency in 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 required
- Ability to establish and maintain effective working relationships with a variety of clients from a diverse background.
- Excellent telephone manner and the ability to stay calm under pressure
- Aptitude to learning new software and computer systems
- Proven ability to work in a team environment and the ability to work independently
- Proven ability to multi-task, establish work priorities and to work in a high volume, detailed environment with attention to accuracy and timelines.

Ability to attend full-time training for 6 weeks

Salary Range: \$28.44 to \$30.39 per hour (BCGEU Position – Grid 11) + benefits & vacation in lieu

Posting Date: July 27, 2023

Closing Date: August 10, 2023

Please feel free to contact Mary DeMarinis at mdemarinis@jibc.ca for more information about this position.

PLEASE SUBMIT YOUR RESUME TO HUMAN RESOURCES at hr@jibc.ca BY 3:30 PM ON THE CLOSING DATE.

Applicants may request a Union Observer. Such requests should be made through one of the JIBC BCGEU Shop Stewards at time of application

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.



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