

**POSITION SUMMARY**

The One-Stop Service Associate will provide Southeast College students and stakeholders with a holistic service experience in the areas of, but not limited to, academic records, program information such as entrance requirements and articulation agreements, registrations, loans, billing, payment, housing and community services (i.e. food banks).

**LEVEL** 4**LOCATION** Assigned Campus**SCOPE OF WORK**

1. Division: Communication & Strategic Enrollment
2. Function: Office Staff
3. Supervisor: Campus Manager
4. Direct Reports: None
5. Budget Responsibility: None

**RESPONSIBILITIES**

One-Stop Associate will:

- Be an ambassador to students, families, and the communities served as a whole. The One-Stop Associate manages a high volume of face-to-face interactions, telephone calls, email and other communications.
- Gather information and documentation from internal and external clients in order to understand, investigate, and respond to questions, issues, and challenges in the above areas, as well as any other student and community facing matters they may encounter.
- With a high degree of personal accountability, cultivate trust in Southeast College by ensuring the delivery of services in a warm and welcoming environment, identifying and addressing confidential and sensitive matters with courtesy, understanding, and responsiveness; and demonstrating knowledge of the assigned functions.
- Accept applications for College programs and ensure that the appropriate tuition and other charges are applied to the client' account within the Student Information System (SIS). Ensure student registration procedures are followed to give the participants the details necessary for their attendance (i.e. Date, time, fees, location, etc.)
- Serve College clients within the SIS– moving clients through the various stages - received, accepted, transferred, cancelled or withdrawn, etc. as appropriate.
- Facilitate the client experience of online course delivery (e.g. Ed2Go and TDG/WHMIS) through activating client accounts and informing them of password, reviewing brokering company invoices and coordinating coding and approval prior to submission to Finance.
- Use critical thinking and analytic skills, independently follow through on all issues until resolved
- Identify and connect students with cross-College partners and services as needed.
- Use professional judgment to communicate information clearly and efficiently in a manner that causes the least disruption to their client.
- Ensure outcomes are communicated clearly and effectively, including knowing how and when to escalate higher-level issues that exceed their individual knowledge.

- Demonstrate a comprehensive understanding of individual circumstances and needs, and adhere to all regulatory guidelines, independently interpret, and apply relevant policies, procedures, and guidelines to identify and explain the steps required to enable students and stakeholders to navigate the college experience.
- Pro-actively engage in continuous professional growth and development including but not limited to maintaining up-to-date knowledge of regulations, positive working relationships with functional specialists within the College community, programming information and other relevant areas of information required by the clients served.
- Collect fees and payment for items such as tuition, books, and novelty items; issue receipts, and make deposits. This includes daily reconciliation of deposits.
- Perform basic bookkeeping duties such as entering data, performing calculations accurately, and effectively managing petty cash, cheques, and charge card transactions, recording monies, and banking when required.
- Receive mail and express articles and distribute to the appropriate staff; responsible for all incoming and out-going mail and express articles.
- Operate office equipment: photocopiers, postage machines, fax machines, etc.
- Assist in the operation and maintenance of classrooms and learning areas including the setting up of A/V equipment and arrangement of classroom furniture as required.
- Perform set up for classes and events as required.
- Occasional light lifting of books, supplies, and equipment.
- Assist instructors and students as needed.
- Perform routine formatting and word processing duties for administrative personnel, instructors, and others as required.
- Maintain informational material, including marketing and information material for all college programs and services.
- Maintain office supplies inventory, and check supplies as required.
- Communicate effectively and cooperatively with other staff, students, other agencies, and the public.
- Maintains and respects confidential and sensitive information, both in and outside of the workplace.
- Help students and families resolve questions and issues; learn and retain a large volume of information and correctly relay this information to students and families.
- Monitoring and maintaining accurate class information on all sources within the One-Stop Associate's purview (i.e. webpage).
- Working in the Student Information System(s) to set up classes (i.e. assign and apply course identification) following a prescribed protocol.
- Other duties as assigned.

## **QUALIFICATIONS**

### Knowledge and Skills

- The ability and desire to provide high-quality customer service to students and their families in an effective and responsible manner.
- Demonstrated experience in documentation, electronic filing, and in understanding, explaining, and applying policies, standards, and guidelines.
- Above average oral, written, listening, and communication skills; multilingual a plus.
- Strong problem-solving and analytical skills; ability to make independent decisions and to work collaboratively and productively under pressure in a fast-paced environment.
- Dependability, reliability, promptness, and professional etiquette.

- Detail oriented, organized, responsible and flexible.
- The knowledge of/experience with computer applications and systems, including the Microsoft suite of products (Word, Excel, PowerPoint, Teams, and Outlook), as well as core College registration system for financial aid and academic records; ability and willingness to learn new programs, applications, systems, tools, etc.
- Ability to be cross trained in a variety of skills and functions and effectively and efficiently service the needs of One-Stop clients.
- Excellent interpersonal skills with demonstrated excellence in oral and written communication skills.
- Proficient in the use of grammar, punctuation, and proofreading.
- Demonstrated communication skills and effective public relations skills.
- Demonstrated ability to work independently and prioritize work according to the needs.
- Competent in designing and using databases and spreadsheets.

### **Education and Experience**

- Minimum relevant knowledge or formal training essential to perform the functions of this position is a one-year post-secondary certificate or equivalent (Business, Office Administration, Computer Science, or a closely related field).
- The minimum amount of practical related experience is two years. This would typically provide customer service skills required working with the public and students, communication skills, time management, accuracy and proficiency in keyboarding and specific computer functions and applications.

### **Other Requirements**

- Satisfactory Criminal Record Check/Vulnerable Sector Check.
- Legally entitled to work in Canada.

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