

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

Typical duties of the One Stop Service Associate may include, but are not limited to:

Customer, Client & Student One-Stop Service:

Collaborating with a team of One Stop Service Associates across campuses:

- Become an ambassador to students, families, and the communities served as a whole.
- Respond to a high volume of face-to-face interactions, telephone calls, email and other communications. Through the One-Stop Service team model, efficient response to inquiries is achieved through the rotation of assigned duties (phone lines, emails, etc.) and constant communication within the team to ensure task completion.
- 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.
- 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, exercising judgement and escalating higher-level issues that exceed scope of responsibility.
- 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.

- 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.
- Assist instructors and students as needed.

Administrative Support:

- Receive mail and express articles and distribute them to the appropriate staff; responsible for all incoming and outgoing mail and express articles.
- Operate office equipment: photocopiers, postage machines, fax machines, etc.
- Perform basic bookkeeping duties such as receiving payments, issuing receipts, preparing and balancing bank deposits, and administering the petty cash fund.
- Assist in the operation and maintenance of classrooms and learning areas including general troubleshooting of A/V equipment and arrangement of classroom furniture as required. This includes moderate lifting of supplies and/or equipment (i.e. books, SCBA air tanks, first aid manikins, moving desks)
- Perform routine formatting and word processing duties for administrative personnel, instructors, and others as required. (i.e. preparing certificates, printing receipts, forms, transcripts, etc.)
- Maintain informational material, including marketing and reference material for all college programs and services, document internal procedures for department and keep current.
- Maintain office supplies inventory, and check supplies as required.
- Facilitate the client experience of online course delivery (e.g. Ed2Go and TDG/WHMIS) by activating client accounts and providing initial login credentials, receiving brokering company invoices and coordinating budget manager approval prior to submission to Finance.

Registration Support:

- Monitoring and maintaining accurate class information on all sources within the One-Stop Associate's purview (i.e. webpage).
- Receive applications for College programs and ensure that the appropriate tuition and other charges are applied to the client's account within the Student Information System (SIS).
- Ensure student registration procedures are followed and provide the participants the details necessary for their attendance (i.e. date, time, fees, location, etc.)
- Serve College clients within the SIS and process clients through the various stages: received, accepted, transferred, cancelled or withdrawn, etc. where authorized, while forwarding on to the Registrar as appropriate.
- Working in the SIS to set up classes (i.e. assign and apply course identification, input tuition rates) following a prescribed protocol.
- Support accuracy of information by inputting and maintaining data within spreadsheets; reconcile to program summary reports and follow up with College staff to obtain required data for completion.
- Maintain electronic filing systems in accordance with internal process and records management protocol.

Other:

- Other duties as assigned.

QUALIFICATIONS

Knowledge and Skills

Customer Service & Communication:

- The ability and desire to provide high-quality customer service to students and their families in an effective and responsible manner.
- Above average oral, written, listening, and communication skills; multilingual a plus.
- Excellent interpersonal skills with demonstrated excellence in oral and written communication skills.
- Demonstrated communication skills and effective public relations skills.

Administrative Skills:

- Demonstrated experience in documentation, electronic filing, and in understanding, explaining, and applying policies, standards, and guidelines.
- Demonstrated experience in computer applications and systems, including the Microsoft Office Suite (Word, Excel, PowerPoint, Teams, and Outlook); experience in information management systems or registration systems would be an asset.
- Ability and willingness to learn new programs, applications, systems, tools, etc.
- Proficient in the use of grammar, punctuation, and proofreading.
- Competent in designing and using databases and spreadsheets.

Problem Solving & Analytical Skills:

- Strong problem-solving and analytical skills; ability to make independent decisions and to work collaboratively and productively under pressure in a fast-paced environment.
- Demonstrated ability to work independently and prioritize work according to needs.

Personal Attributes:

- Dependability, reliability, promptness, and professional etiquette.
- Detail oriented, organized, responsible and flexible.
- Ability to be cross trained in a variety of skills and functions and effectively and efficiently service the needs of One-Stop clients.

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, Information Management, 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 is required.
- Must be legally entitled to work in Canada.

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