Invites applications for the following position(s):

**COMPETITION NUMBER: 381**

**C.U.P.E. Local 3338 – Temporary Position**

**CLERK, GRADE 6**

**INFORMATION, RECORDS AND REGISTRATION - UNDERGRADUATE RECORDS**

**POSITION NUMBER: 1115**

**POSITION OUTLINE:**
Reporting to the Assistant Registrar, and under the direction of the Records Group Lead, performs complex and specialized clerical functions related to the creation and maintenance of accurate undergraduate student records (e.g., processing deferrals of admission, readmission, criminal record check clearances, student exceptions to the degree progress report, and records for NCAA Compliance). Reconciles duplicate records; processes student tuition appeals including refund adjustments; issues official transcripts; responds to general inquiries on enrolment, graduation, convocation, admission requirements, status of application, student records, deadlines, and University policies and procedures; and refers inquiries as necessary. Provides support to the front counter assistants to ease workload at peak times during the term. Performs other duties and responsibilities consistent with the job description and classification on request.

**QUALIFICATIONS:**

- **High school graduation and training of a moderate duration (one semester or equivalent) in word processing, database and spreadsheet applications and in standard office practices.**
- **3 years of related experience.**
- Ability to use database and record keeping systems (e.g., PeopleSoft Student Administration) at an intermediate level.
- Ability to use word processing and spreadsheet applications (e.g., Word and Excel) at an intermediate level.
- Ability to perform a large volume of cash/credit card transactions and to balance receipts with a high degree of accuracy.
- 55 wpm keyboarding skill with a high degree of accuracy.
- Good knowledge of standard office practices, methods, and equipment.
- Excellent oral and written communication skills.
- Excellent organizational and interpersonal skills.
- Some knowledge of post-secondary undergraduate policies and procedures.
- Ability to follow oral and written instructions accurately.
- Ability to handle confidential/sensitive material with discretion.
- Ability to complete a high volume of work within deadlines.
- Ability to work independently.
- Ability to exercise tact and diplomacy.
- Ability to add, subtract, multiply, and divide whole numbers, fractions, decimals, and percentages.
- Ability to perform data entry tasks and complete processes with a high degree of accuracy.
- Ability to work as a member of a team.
- Ability to lift up to 10 kg.
- Ability to work flexible hours including weekends and evenings.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**HOURLY SALARY:** $21.45

**START DATE:** ASAP

**POSITION END DATE:** March 31, 2018

A detailed resume and cover letter quoting **Competition #381** must be received in our office by **4:30 pm on July 10, 2017**, addressed to the attention of Deborah Walker, Human Resources Advisor. Please follow the application instructions at: http://www.sfu.ca/hr/prospective_employees/HowToApply.html.

We thank all applicants for their interest; however, only those selected for interviews will be contacted.

*The University is committed to the principle of equity in employment*

A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)