Invites applications for the following position(s):

COMPETITION NUMBER: 410
C.U.P.E. Local 3338 – Continuing Position
CLERK, GRADE 9
GRADUATE STUDIES

POSITION NUMBER: 121144

POSITION OUTLINE:
Acting as a group leader, directs the day-to-day work flow and monitors the Graduate Admissions, Records and Registration (GARR) Assistants in all duties related to GARR. Liaises with other graduate program staff across the University, students, faculty, and applicants to provide information and/or answer general questions regarding GARR processes; ensures that all incoming requests are completed within deadlines. Acts as the first point of contact and assists graduate program staff throughout the University to troubleshoot and fix complicated system-related problems (SIMS, OASIS, etc.); tests enhancements made to the student information system and provides recommendations for improvements. Assists in maintaining and updating information in system tables within the department’s information systems (i.e., SIMS, etc.), updates online student records, generates special reports and queries, and processes pre-approved tuition and ancillary fee adjustments. Assists the Manager in the interview process for hiring new GARR staff; provides one-on-one training to clerical staff (i.e., Assistants, temporary staff); prepares training manuals and maintains departmental procedures manual. Supports the Manager of Admission, Records and Registration in ensuring that the Graduate General Regulations are followed. Performs other duties and responsibilities consistent with the job description and classification on request.

QUALIFICATIONS:
- **High School graduation and one year of post secondary education or formal program equivalent, including courses or formal training in information and database systems and advanced spreadsheet applications.**
- **4 years of related experience.**
- 55 wpm keyboarding skill with a high degree of accuracy.
- Good knowledge of standard office practices, methods, and procedures.
- Excellent knowledge of record keeping systems and concepts.
- Excellent knowledge of data transfer techniques (e.g., downloading, uploading and transferring of files).
- Good knowledge of standard university regulations, policies, and procedures.
- Excellent organizational and interpersonal skills.
- Excellent communication (oral and written) skills.
- Excellent analytical reasoning and problem-solving skills.
- Ability to use standard word processing, database, and spreadsheet applications (e.g., Microsoft Word, FileMaker, Excel) at an intermediate level.
- Ability to use standard information systems (e.g., Peoplesoft/SIMS, OASIS, Helpdesk, etc.) at an advanced level.
- Ability to train, prioritize and direct the work of junior staff.
- Ability to participate in testing to student information system changes/modifications, and provide appropriate feedback to relevant individuals.
- Ability to adapt to frequent upgrades to computer applications and procedures; and to attend and successfully complete training sessions, workshops and / or conferences related to enterprise system upgrades and enhancements.
- Ability to exercise considerable tact and diplomacy when dealing with complaints.
- Ability to attend and successfully complete training sessions, workshops and / or conferences related to enterprise system upgrades and enhancements.
- Ability to exercise mature judgment and initiative.
- Ability to handle confidential/sensitive material with discretion.
- Ability to complete a high volume of work within deadlines.
- Ability to focus and concentrate on details for sustained periods of time.
- Ability to lift and move objects or materials over up to 10 kg.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.
BI-WEEKLY SALARY: $1,850.23
START DATE: ASAP

A detailed resume and cover letter quoting Competition #410 must be received in our office by 4:30 pm on July 24, 2017, addressed to the attention of Francesca Turrell, 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