Invites applications for the following position(s):

**COMPETITION NUMBER:** 054

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

**CLERK, GRADE 7**

**REGISTRAR AND INFORMATION SERVICES – SFU SURREY**

**POSITION NUMBER:** 99534

**POSITION OUTLINE:**
The Information Assistant acts as first contact for patrons at the Student & Registrar Services Office and the campus at SFU Surrey. In accordance with University and government policies and office procedures, responds to diverse and specific enquiries regarding: educational programs and services; admissions to graduate and undergraduate programs; student records; financial assistance programs and services; scholarships; and status of student accounts. Receives and processes payments for tuition and other services and materials supplied through Student Services. Receives and processes a wide variety of forms relating to admissions, government student loan programs, and bursaries/scholarships. Maintains accurate student records and issues official documentation. Acts on behalf of Finance to process campus departmental deposits. Performs other duties and responsibilities consistent with the job description and classification on request. **Please note: This position is located at Central City, Surrey, BC.**

**QUALIFICATIONS:**
- **High school graduation and general courses or training of moderate duration (one semester equivalent) including word processing, database and spreadsheet applications, and office practices.**
- **3 years of related experience, including experience processing large volumes of cash/debit and credit card transactions, balancing receipts, providing customer service and using database applications.**
- An equivalent combination of formal education, certificate/program of study and experience is acceptable.
- **Good knowledge of University undergraduate, graduate, and non-credit programs, policies, regulations, and procedures.**
- **Basic knowledge of University financial aid programs and some external funding agencies.**
- **55 words per minute keyboarding speed with a high degree of accuracy.**
- Excellent oral, written, and interpersonal communication skills.
- Excellent customer service skills.
- Excellent organizational skills.
- Excellent analytical, reasoning and problem-solving skills.
- Ability to use database, email, web browsers, spreadsheet and word processing applications (e.g., SIMS, FileMaker, Microsoft Word, Excel, Outlook) in a PC environment at an intermediate level.
- Ability to exercise mature judgment and initiative.
- Ability to handle confidential and sensitive material with discretion.
- Ability to perform a large volume of payment transactions, handle large volumes of cash, and balance receipts with a high degree of accuracy.
- Ability to perform arithmetic calculations (adding, subtracting, multiplying, dividing, and calculating percentages) with a high degree of accuracy.
- Ability to work under pressure and to deadlines.
- Ability to work flexible shifts including evening hours.
- Ability to lift up to 10 kg.
- Ability to work in a campus setting within the Central City Mall.
- Must be bondable.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**STARTING SALARY:** $1,599.46  **(BI-WEEKLY RATE: $1,599.46, ANNUAL RATE: $41,728.79)**

**START DATE:** ASAP

A detailed resume and cover letter quoting **Competition #054** must be received in our office by **4:30 pm on February 7, 2018**, 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](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.

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**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)