



Job Title: **Manager, Client Services and Student Fees**
Competition #: **19-470**
Dept. / Campus: Registrar's Office/Doon Campus
299 Doon Valley Drive
Kitchener, Ontario N2G 4M4
Salary Range: Payband 11; Salary Range \$84,030 to \$105,037
37.5 hours/week
Posting Date: September 26, 2019
Closing Date: October 14, 2019
Vacancy Type: Administrative Full-time Revised Replacement Position

We have an exciting opportunity for a qualified individual to join our team in the capacity of Manager, Client Services & Student Fees within the Registrar's Office. The successful candidate will support the service model, "Making Service Make Sense", and the values of the Registrar's Office, "Respect, Quality, and Integrity."

Guided by the College's strategic priorities in collaboration with the Director of Registrarial Services, the incumbent is responsible for the overall performance and effectiveness of the College's Contact Centre, which handles all in-person, phone, email, Ask Me inquiries, and the Registrar's Office Counter services. The incumbent is also accountable for the effectiveness and accuracy of the student fees unit.

RESPONSIBILITIES:

- In collaboration with Finance and Information Technology Services (ITS), ensures maximum utilization of the Great Plains financial system to facilitate effective fee and refund processing; uses the Student Information System (SIS) to facilitate enhanced student service
- Ensures the efficient and accurate processing of all student fees (domestic and international), and related processes (confirmation letters, refund requests) in collaboration with Finance and the International Education department
- Responsible for the operations of the Student Fees Unit; ensures processes related to fee assessment and fee information are current and accurate.
- Contributes to the refinement of service standards to ensure students receive quality customer service, appropriate fee information, billing, and fee follow-up

- Reviews internal operating processes (re-engineers where necessary), and provides guidance in the delivery of an effective communication plan for students as it relates to fees and billing processes
- Responsible for the overall quality, accuracy, and delivery of information to the College community and the public
- Liaises with other college service areas to ensure that the information distributed to the units is accurate and timely, resulting in strong client satisfaction
- Oversees the development and revision of front counter services and Contact Centre processes in keeping with the College's strategic plan/priorities, policies, and procedures
- Assists in the planning, implementation, evaluation, and continuous improvement of client service functions within units that support student needs while managing operational activities
- Accountable for technical and business output of these direct reports, as well as data integrity, accuracy, and compliance to deadlines
- Facilitates the development and implementation of effective communications for students and staff as it relates to start-up each semester and fees/front counter services
- Provides leadership on special projects and initiatives including departmental processes, the development of service standards, and the evaluation of service levels
- Develops and implements system enhancements to improve client services, services to the College community and, the overall efficiency of the Registrar's Office
- Responsible for the recruitment, selection, training, motivating, developing, and evaluating of staff within the Fees, Front Counter, and Contact Centre units of the Registrar's Office

QUALIFICATIONS:

- Four-year Degree in Business Administration, Commerce, or relevant field of study
- Five years of work experience in a similar capacity preferably in a multi-campus, diverse, unionized environment
- Experience within a College Registrar's Office is preferred
- Preference will be given to individuals with project management experience and Laserfiche experience
- Demonstrated understanding of superior customer service
- Experience leading a customer service focused team
- Excellent leadership skills including problem solving, training, and conflict resolution
- Strong interpersonal and communication skills
- Proven track record of information management, analysis, research, analytical, and planning skills