

Systems and Records Support Officer

Enrolment Services

Full-Time Position Available

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email

This competition may be used to establish a 12 month eligibility list of qualified candidates for future vacancies.

Red River College is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits, and the opportunity for personal and professional growth in a rewarding career.

Duties:

Reporting to the Associate Registrar, Student Records, the incumbent will be responsible for the creation and maintenance of full time program details in the student information system(s) and curriculum management system(s). Specific duties may include (but not limited to): creation and maintenance of program and course details, degree audit and billing tables; research/resolve incorrect academic and financial records; actively participate on internal committees and working groups including the review and testing of software changes/enhancements to student information systems. The incumbent will provide assistance and support with graduation and convocation activities, provide back up to Associate Registrar, Student Records as well as other Records and Systems Support staff. This individual works closely with Academic Chairs, Coordinators, Controller's Office, and Information Technology Solutions to provide quality customer service to students, faculty and staff.

Required Qualifications:

- Diploma from a post-secondary educational institution, preferably in Business Administration or a related discipline. An equivalent combination of education and experience may be considered
- Experience with the creation, maintenance and analysis of data and tables using in-house and/or third party industry specific software applications and reporting tools
- Experience in researching and resolving incorrect customer account and financial information
- Experience in systems testing, including identifying errors, considering ideas and alternatives and taking initiative to resolve errors
- Experience in developing training materials, plans, schedules and end-user documentation and conduct training sessions
- Demonstrated ability to handle a high volume workload with a diversity of tasks, showing a high degree of accuracy and attention to detail
- Demonstrated ability to plan, prioritize and organize tasks/workloads; meet deadlines; adapt to changing priorities; maintain a high degree of discretion when dealing with sensitive/confidential information
- Experience in applying industry specific rules, regulations, procedures and policies related to records and information services
- Demonstrated strong critical thinking and sound decision making skills
- Effective interpersonal, verbal and written communication skills
- Demonstrated initiative and ability to work both as a team player and with independence
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

Assets:

- Knowledge of the Manitoba post-secondary system
- Experience with third party student information systems and curriculum management software (Colleague, Recruiter, Catalogue Maintenance software)
- Experience with the creation and maintenance of program and course details in curriculum management software in a post-secondary environment
- Experience in researching and resolving incorrect academic and financial records

Conditions of Employment:

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and weekends

We seek diversity in our workplace. Aboriginal persons, women, visible minorities and individuals with disabilities are encouraged to apply.

Competition Number: 2017-115
Closing Date: September 25, 2017
Salary Range: \$42,668 - \$58,366 per annum

Apply to Red River College by email: humanresources@rrc.ca

We thank all applicants for their interest, but only those selected for an interview will be contacted. Red River College provides accommodations to applicants with disabilities throughout the hiring process. If an applicant requires accommodation during the application or selection process, Human Resource Services will work with the applicant to meet the accommodation needs.

For more information and other employment opportunities, visit **blogs.rrc.ca/hr**

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