

Job Profile

Job Title: Senior Service Professional
Date: March 2009
Faculty/Admin Area: Enrolment Services
Department/Unit: Service Point
Job Family (if known): SAF
Sub Family: Admissions and Registrar

A supportive campus environment is also essential for students to thrive. We wish to set the stage for a stimulating, enjoyable and fulfilling learning experience for our students, with services and administrative processes that are effective, efficient and, most importantly, student-oriented.

FOCUS ON STUDENTS: Principal's Task Force on Student Life and Learning at McGill, 2005

Members of the Service Point team strive to advance the goal of ensuring that McGill becomes a more student-centred university. They are accountable for supporting the creation and delivery of excellent services for students, making information easily accessible, and ensuring that interactions are based on mutual trust and respect.

Primary Purpose of the Position (*Key purpose, functions, roles*)

The Senior Service Professional supports students, applicants, parents, alumni and the general public by providing outstanding service and information concerning policies and procedures with respect to: admissions; registration; student accounts; general financial aid & scholarships information; and first line advising for Arts & Science students.

The incumbent is responsible for pro-active problem-solving and discretionary decision-making to resolve student issues on the spot. These may concern a broad range of complex issues regarding policies as they relate to the services enumerated above. Services are provided to graduate, undergraduate, professional and other categories of students.

The Senior Service Professional acts as mentor to other staff in resolving complex issues.

Accountabilities

- Answers questions in-person, on the phone, by e-mail, or by other written correspondence.
- Uses professional judgment and discretionary authority to resolve problems and address concerns and issues from students, parents, faculty, staff, departments, and from other third parties regarding the following areas: admissions; registration; student accounts; student records and transcripts; tuition and immigration status; exams; exchange programs; first level advising for Arts & Science students; and general information regarding financial aid and scholarships.
- Uses investigation, professional judgment, and individual discretion, as appropriate. Follows through on issues until resolved, providing necessary correspondence and contact with students or third parties. Contacts student advisors, faculties, or other university departments to clarify situations, as necessary. Intercedes and/or advocates on the student's behalf.
- Evaluates student documentation and renders decisions related to tuition fee structure in consultation with McGill colleagues and makes decisions which are consistent with provincial and federal legislative documentation.
- Is highly motivated, focused and results-oriented. Has the ability to meet expectations in a fast-paced and dynamic customer-oriented environment. Will take appropriate action in unusual circumstances and will make exceptions to policy when warranted. Has the ability to exercise a high degree of initiative and judgment.
- Works collaboratively with colleagues in Partner Units* to implement cross-training and appropriate professional development opportunities for staff. Actively works with service professionals cross-trained in all areas.
- Coaches and mentors Service Professionals regarding effective decision making and policy interpretation.
- Provides a positive leadership model to staff. Is a willing mentor, shares knowledge and expertise

freely, and creates a safe and productive working environment. Gives presentations.

- Ensures that he/she is informed of and provided with up-to-date information regarding all policies, procedures, and practices related to the Service Point.
- Commits to the provision of outstanding service and contribution to the Service Point team in ways which are consistent with the values, credo and aspirations of McGill's division of Student Life and Learning.

Qualifications/Expertise Required

- DEC required (Bachelor's Degree preferred).
- Three or more years experience in customer service related field in a post-secondary education environment preferred. An equivalent combination of education and experience will be considered.
- Strong oral and written communications skills with ability to react to customers quickly, accurately and congenially.
- Excellent customer service skills, attention to detail and a high level of organization.
- Proven ability to work effectively as a team member.
- Experience in student admissions, registration, student accounts, and financial aid within a University environment preferred.
- Comprehensive knowledge of the University's policies, procedures, educational programs and services.
- Comprehensive knowledge of the Provincial and Federal legislation and guidelines as related to educational programs and services.
- Strong knowledge of Provincial & Federal legislation with respect to student fee structures and immigration.
- Knowledge and understanding of the Student Information System (Banner) and Microsoft Office.
- Demonstrated strong project management and presentation skills.
- Ability to analyze and interpret data and make independent decisions.
- Cross-cultural communication skills and experience working with diverse communities.

Language

Bilingual: Fluent English and French both written and spoken. Knowledge of additional languages is an asset.

* Partner Units: Graduate & Postdoctoral Studies; Student Accounts; Scholarships & Student Aid; Arts & Science Student Affairs; Enrolment Services.