

Student Services Coordinator

General Accountability

The Student Services Coordinator reports to the Administration Manager and is responsible for Graduate and Undergraduate Student Services in Business.

Nature and Scope

The Student Services Coordinator works closely with a group of seven staff members. Collectively, this group is responsible for recruitment, advising, and engagement and retention activities for all students. It is expected that the group will function as a team and collaborate on various projects.

Specific Accountabilities

- Support clients located around the world, in an online learning environment.
- Be part of a team that plans, develops, implements, and supports clients in an online learning environment.
- Respond, in a timely fashion, to client requests by phone, email or online requests.
- Create/run custom or routine reports for management.
- Participate in recruitment activities including visiting various campuses in the Atlantic region.
- Occasional travel in Canada and minimal travel to the US for relationship development and maintenance.
- Presentation at trade shows, conferences and online demonstrations.
- Contact database administration and maintenance.
- Work on several tasks simultaneously.
- Complete daily accounting functions such as accounts receivable and payables, budget forecasting, cash flow analysis, tax receipts, etc.
- Identify, manage and evaluate services and programs.
- Acts as academic advisor to students after they are required to withdraw, to non-degree and transfer students.
- With the Dean of Academics, develop and deliver programs dealing with student retention, online student experiences, and other areas which cross department boundaries.
- Responsible for evaluative tools.
- Attend operational meetings as required.
- Promote scholarship, bursary and award opportunities for students including identification of qualified students.
- Other as assigned.

The ideal candidate possesses the following abilities, skills, and experience

- Excellent customer service skills.
- Proficient level of desktop application skills (Word, Excel, Outlook, and PowerPoint) with ability to learn new technologies and applications quickly as new application skills are required for the position.
- Strong typing skills.
- Working experience in accounting, budgets, ledgers, AP/AR, ecommerce, tax receipts, etc.
- An understanding of common web technologies (browsers, .html).
- Professional manner with strong interpersonal skills; a team player and a relationship builder.
- Comfortable with networking and interacting with people at various levels.
- A college certificate or diploma in online learning, education, communications, business administration, or related field is an asset.
- Experience with managing virtual projects, virtual customers, and virtual teams is an asset.
- Experience in an online learning environment.
- Strong verbal and written communication skills.
- Capable of accommodating last-minute critical requests.
- Possesses strong dynamic problem-solving skills when interacting with clients.

The position requires the flexibility to adapt in a fast-paced, changing environment and the ability to meet deadlines in a timely manner. The ideal candidate would enjoy challenging projects and be diligent in follow-up.

Location

This position is available in Fredericton, New Brunswick.

How to Apply

If you have the qualifications listed above, please submit your resume for consideration to hr@UniversityFredericton.ca with the subject being "Student Services Coordinator". Although we thank all those who apply, only those considered will be contacted for an interview.