

Position Job Title: Student Records and Financial Aid Officer

Location: Squamish, BC

Reports To: Registrar

About Quest University

Quest University Canada acknowledges that it sits on the traditional, ancestral, and unceded territory of the Skwxwú7mesh (Squamish) peoples. We are grateful to have the opportunity to work, learn, and live in this blessed territory.

Quest University is Canada's first independent, not-for-profit, secular liberal arts and science university, devoted entirely to excellence in undergraduate education. Our campus is situated amidst the Coast Mountains in Squamish, midway between Vancouver and Whistler. Built to prepare students for the challenges of the 21st century, Quest's innovative academic program, highly engaged student population, and outstanding faculty are gaining world-wide recognition. Quest offers a competitive salary, excellent extended health benefits, RRSP matching, flexible work arrangements and a dynamic workplace. For more information about Quest, visit us online at www.questu.ca.

Quest University Canada is accredited by the Degree Quality Assessment Board of the province of British Columbia and is a member of the Education Quality Assurance.

About the Role

Quest University Canada seeks a full-time Student Records and Financial Aid Officer to support the Registrar's Office, reporting to the Registrar. As part of the Registrar's Office team, the Student Records and Financial Aid Officer interacts with a variety of constituents providing reports and recommendations, works closely with the faculty on academic and advising matters, collaborates with other staff members across all areas of the university, serves as a principal source of information on academic, financial aid, and procedural matters to students (prospective, current, and former) and parents, networks with counterparts at other universities, and coordinates with external agencies.

The Student Records and Financial Aid Officer is responsible for the implementation and maintenance of Quest University Canada's institutional merit-based (scholarships) and need-based (bursaries) student financial aid programs as well as administering provincial, national, and international student aid programs.

Given the small size of the student body, this position encompasses a wide range of roles, including front-line service, behind-the-scenes processing, research, and reporting, as well as administrative tasks for the Registrar's Office.

Essential Responsibilities

The Student Records Coordinator will work with the Registrar to:

- Provide day-to-day operations to ensure accurate and efficient student records management with respect to policies, procedures, student engagement, enrolment, and retention, while maintaining the integrity and privacy of student information.
- Manage the Registrar and Financial Aid email inboxes.
- Provide support with course and registration management.
- Assist in providing academic and student aid advising and outreach support.
- Process student aid applications, determining student aid eligibility, reporting for student aid programs, and ensuring adherence to government compliance.

- Collection and organization of course syllabi.
- Process transcript and enrollment verification letters requests.
- Record grades, grade changes and other exceptions.
- Facilitate, manage, and record transfer credit requests.
- Assist with other duties and projects as required.

Qualifications

- Bachelor's degree or an acceptable equivalent combination of education and experience.
- Experience with customer service, admissions, student records, transfer credits, academic advising, bookkeeping, accounting, student support and assessment, is an asset.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Ability to manage conflicting priorities and deadlines and respond to changing work priorities quickly and effectively with strong organizational, time management and project planning skills.
- Ability to use current technology effectively, including a strong knowledge of student information system databases, and development of reports as they relate to student records and registration.
- Ability to effectively use MS Office (Word, Excel, Power Point, Outlook).
- Strong logical and analytical problem-solving skills; critical thinking skills with attention to details and skill in collecting, verifying, and reporting data.
- Demonstrated ability to interpret policies, procedures, government compliance and other regulatory standards effectively and accurately.

To Apply

Candidates are asked to email the following documents in PDF format to both registrar@questu.ca and human.resources@questu.ca .

- A full curriculum vitae detailing qualifications and relevant achievements.
- A covering letter describing briefly how candidates meet the criteria in the 'Qualifications' section of the job profile, why the appointment is of interest, and what they believe they can bring to the role.
- Names of references and evidence of credentials will only be requested at the end of the recruitment process.

Contact Email: Human.Resources@questu.ca

Closing Date: Open until position is filled.

Start Date: As soon as possible.

Quest University is committed to equity and diversity in its community and welcomes applications from women, racialized persons/persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply. However, Canadian citizens and permanent residents will be given priority. Application materials, including letters of reference, will be handled in accordance with the "Freedom of Information and Protection of Privacy Act" (British Columbia).

While we thank all applicants for their interest, only those applicants who have been given consideration for an interview will be contacted.

Please note, COVID-19 vaccines are required for all students, faculty and staff on campus. Proof of vaccination status will be requested on your first day of employment.