



POSITION ANNOUNCEMENT

JOB TITLE	TEMPORARY CLERK II
TYPE OF VACANCY	STAFF
DEPARTMENT	OFFICE OF RECRUITMENT & ADMISSIONS
SUMMARY: The Temporary Clerk II will work in the Recruitment and Admissions Department with responsibility for processing undergraduate and internal admission applications and performing other admissions-related administrative functions.	
DUTIES AND RESPONSIBILITIES: The position of Temporary Clerk II will be required to perform a variety of tasks including but not limited to the following: <ul style="list-style-type: none">➤ Upload, Process and Review online applications in CRM System for processing to Banner System;➤ Keep a record of all visitors (via phone or in person) to the Office of Recruitment & Admissions;➤ Answer a high volume of incoming telephone calls, emails, disseminate information, take messages and/or direct calls;➤ Enter and update information from CRM system and hardcopy documentation into the computer systems (CRM and BANNER) in a timely and accurate manner;➤ Verify data entered for deficiencies, omissions or errors and make necessary corrections;➤ Process online applications in a timely manner, following the proper workflow and guidelines from the CRM system to Banner system with accuracy;➤ Advise prospective students on qualifications for admissions and the process of applying;➤ Creation and maintenance of application database, distribution of documentation to relevant Unit in Admissions;➤ Send timely responses to applicants on the status of their application (inclusive of applicants' queries);➤ Send Placement Examination letters to qualified applicants;➤ Liaise and follow-up with staff within the department, as well as, with applicants to collect outstanding information to complete online file for CRM & Banner records;➤ Scan and upload applicants' relevant documents to the CRM & Banner systems;➤ Ensure transfer of credit requests are submitted for applicants (including transcripts and course outlines);➤ Assist with I.D. Card processing;➤ Store completed documents in designated cabinets/locations for quick and easy retrieval;➤ Assist with recycling and shredding of inactive files;➤ Generate reports on an as needed basis (i.e. spreadsheet(s) for applicants processed, annual report, etc.);	



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KNOWLEDGE, SKILLS & ABILITIES:

- Attention to details and manage multiple tasks with accuracy and timeliness in a fast paced environment;
- Ability to provide high quality customer service to prospective students and others visiting, calling, or emailing the Office of Recruitment and Admissions;
- Efficient work management skills including planning, organizing and prioritizing workload;
- Effective Communication skills (oral and written included and the ability to listen and follow instructions correctly;
- Be able to work independently with minimal supervision;
- Ability to work under pressure and maintain performance and work standards under stress;
- Confidentiality – maintain applicants' confidence and protect operations;
- Attention to detail and accuracy, including closely monitoring all aspects of the job and continually checking processes and tasks;
- Experience with MS Office Excel and Word programmes;
- Ability to multitask;
- Team player (contribute to team effort by accomplishing related results as needed, this could include working overtime when required).

QUALIFICATIONS:

- Office Assistant's Certificate, OR approved equivalent AND five (5) years relevant work experience or An Associate Degree in relevant area.

Requested Information:

Interested applicants should submit the following electronically to the Human Resources Department Application Portal (*Use the Position Listing to select the job opening*). The following documents are required to complete the application:

- A cover letter of interest (highlighting work experience and accomplishments relevant to the position);
- Current Curriculum Vitae/Résumé;
- Copies of Qualifications and Certificates;
- At least three (3) written professional references

<https://ubhrapply.info/PeopleFirst>

Incomplete application packages will not be considered

Terms	Temporary Employment
Date Published	May 26, 2023
Application End Date	June 8, 2023
Date to be Removed	June 9, 2023

The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Temporary Clerk II.