

Job ID: SCHII-24-15
Job Title: **Student Central Professional**
Department: Student Central
Campus: Thunder Bay
Status: Full-time
Job Category: Non-union

Date Posted: March 4, 2024
Closing Date: March 18, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Student Central Professional accurately advises students on detailed and at times complex information regarding policies, procedures, and rules/regulations as they relate to the various functions from within Enrolment Services (Undergraduate Admissions, Academic Advising, Records and Registration and Student Awards and Financial Aid). The Student Central Professional is committed to providing exceptional support and service by providing accurate and timely services (decisions, interpretations, etc.) to new, current and past Lakehead students and the University community.

The Student Central Professional works independently to support the student-centred focus of the University, and responds professionally and courteously to queries from students, prospective students, parents, alumni, Faculties and departments, other educational institutions, and to the general public using a proactive, holistic approach.

The Student Central Professional is a key member of the One-Stop team that supports student success through a vision that is student-centred and creates a culture of exceptional student satisfaction.

Job Duties

- Immediate, proactive and reactive independent diagnostic support, decision-making and problem resolution on a broad range of functions including, but not limited to, academic eligibility, financial aid eligibility, registration and enrolment issues.
- Provide comprehensive policy/procedure/guideline/regulation interpretation, application and decision-making for: admissions application process, program requirements and eligibility, deferring acceptance and program changes; OSAP, work study, government bursary programs, institutional bursaries and scholarships; the enrolment cycle including registration, payment deadlines, petitions, academic changes (ex. adding/dropping courses, changing major, eligibility to graduate, convocation, etc.);
- Advise prospective, new and existing students regarding academic programs (including degree requirements, course selection, majors/minors, etc.) in order to meet their individual academic goals;
- Troubleshoots, resolves and advises students on issues related to government funded financial assistance (ex. emergency loans, OSAP appeals, check application status, documentation/information necessary to submit a paper OSAP booklet; assists in interpreting Ministry memos to amend discrepancies to their OSAP file); explains steps to follow when OSAP has been refused (ex. failed income checks, etc.);
- Respond to inquiries providing detailed information that extends beyond the student's initial question/concern using a holistic, proactive and student-centred approach;
- Review the student's financial account in Colleague (Datatel) to determine and resolve discrepancies and provide clarification to students pertaining to account statements, interest/late charges, refunds, etc.) and initiates adjustments accordingly;

Qualifications

- Three to five years of experience in a student service advisory role with the demonstrated ability to respond to student needs with a holistic approach;
- Working knowledge of FIPPA;
- Excellent computer skills including proficiency with Microsoft Office including PowerPoint, Word and Excel along with Informer reporting.
- Critical thinking and advanced problem-solving capabilities with the ability to use sound, professional judgement in making complex decisions;
- Adept in the use of social media;

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover



Lakehead
UNIVERSITY

Employment Opportunity

letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements