

## Student Records & System Support

### School of Continuing Education

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number when submitting their application.

This competition may be used to establish a 3 month eligibility list of qualified candidates for future vacancies.

### DUTIES

The Student Records and Systems Support position provides service excellence to students and staff, information about Continuing Education (CE) including general and specific program/course details to all clients in a knowledgeable, professional manner and creates and maintains accurate and current student records. The position also facilitates full time student admissions and records for the entire School of Continuing Education (SCE), including the Regional Campuses, while adhering to RRC's policies and procedures and provides leadership and knowledge towards staff & students regarding RRC's internal admission software 'Recruiter' and integrated system "Colleague". The overall goal for this position is to increase SCE's student full time and part time registration by providing accurate and detailed system support and assist with individual student success.

### REQUIRED QUALIFICATIONS

- Post secondary certificate in Business Administration or related field of study. An equivalent combination of education and experience may be considered.
- Extensive experience with front-line customer service skills, working with students, faculty & the wider academic community
- Experience working with Catalogue Maintenance, Colleague, & Recruiter
- Ability to make editorial and aesthetic improvements to documents and recommend new designs, layouts and procedures.
- Effective analytical and problem solving skills
- Effective organizational and time management skills with the ability to work independently with minimal supervision
- Technical writing experience and expert knowledge of Microsoft Excel, Outlook, PowerPoint, Word, Adobe Acrobat Pro, Portal and SharePoint.
- Efficient verbal communication including presentation skills & the ability to express complex technical concepts in business terms
- Ability to establish, work effectively and maintain good working relationships with internal and external departmental teams
- Experience building a respectful workplace culture that promotes diversity, learning and continuous improvement

### CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- This position may be required to work overtime

RRC Polytech campuses are located on the original lands of Anishinaabe, Ininiwak, Anishininwak, Dakota, and Dene peoples, and on the homeland of the Red River Métis Nation.

### COMPETITION NUMBER

2023-089

### CLOSING DATE

June 5, 2023

### SALARY

\$43,424 - \$59,387 per annum

### POSITION LOCATION

Notre Dame Campus  
(Winnipeg, MB)

### POSITION TYPE

Full-Time Position Available

### APPLY ONLINE AT

[rrc.ca/careers](http://rrc.ca/careers)

RRC Polytech is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits and the opportunity for personal and professional growth in a rewarding career.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. We aspire to have a workforce that is representative of the diversity within our communities, and welcome applications from women, Indigenous Peoples, persons with disabilities, racialized persons, persons of the 2SLGBTQIA+ community and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

If you require this information in an alternate format, please contact [humanresources@rrc.ca](mailto:humanresources@rrc.ca).



RRC Polytech is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit [rrc.ca/hr](http://rrc.ca/hr)