Job Description

**Job Title:** Graduate Systems Assistant

**Department:** Graduate Studies and Postdoctoral Affairs

**Reports To:** Associate Director, Systems

**Jobs Reporting:** None

**Salary Grade:** USG 5

**Effective Date:** October 2016

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**Primary Purpose**
The Graduate Systems Assistant is responsible for daily systems processes in Quest related to application data and interfaces; document management and quality assurance review in OnBase; running queries; daily matriculation of admitted/accepted students; and term activation to support student enrolment. The Graduate Systems Assistant is responsible for managing electronic inquiries from external users including applicants and referees, and group e-mail distribution of application acknowledgements, instructions, updates on decisions and admission conditions.

This position plays a key role in ensuring that applicants, referees, application reviewers, Faculty and Department Officers and Coordinators, Graduate Admissions and Records Specialists and students have timely and accurate information to manage their online activities. The incumbent ensures that deadlines are achieved and that work completed meets the high degree of accuracy required. The Graduate Systems Assistant undertakes special projects for the Assistant Director, Graduate Admissions and Records Systems as required.

**Key Accountabilities**

**OnBase Batch Committing and Quality Assurance Review**
- Performs scanning, importing and indexing processes and quality assurance for application materials and offers.
- Maintains logs and manages transfer of paper batches for off-campus storage as required by University retention policies.

**Electronic Communications**
- Manages bulk electronic communications to applicants regarding documents, processes, and academic decisions.
- Responds to inquiries from applicants regarding their application or record on Quest.
- Manages referee inquiries.

**Systems Processes, Updates and Testing**
- Runs Quest queries on a daily basis to monitor successful processing and to extract data for communications and reporting.
- Runs manual matriculation and term activation for newly admitted students on a daily basis.
- Participates in testing for new software, development, and upgrades; updating of procedures

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*
# Job Description

## Required Qualifications

### Education
- An undergraduate university degree or equivalent education and/or experience.

### Experience
- 1-2 years of proven student/client service experience.

### Knowledge/Skills/Abilities
- Excellent interpersonal skills and the ability to work both independently and in a collaborative, team-based environment.
- Successful experience meeting multiple and concurrent deadlines.
- Excellent communication skills (oral and written).
- Excellent organizational and time management skills.
- Knowledge of university policies related to access and release of student information, information security, and records management.
- Knowledge and experience with student information systems (e.g. PeopleSoft Campus Solutions (Quest) or any other ERP system).
- Knowledge and experience with document management systems (e.g. OnBase).
- GroupMail or other digital communication platforms.
- Basic proficiency with MS Word and Excel.

## Nature and Scope

### Contacts:
- Proven customer service and interpersonal skills. Undertakes special projects as required.
- Internal contacts include: GSO staff, including Admissions Specialists, Records Specialists, and the Graduate Application Administrator & Systems Analyst; faculty members; students. External contacts include applicants, referees.

### Level of Responsibility:
- Responds accurately to a variety of inquiries from students, referees, faculty and staff.

### Decision-Making Authority:
- Asks for direction when needed.

### Physical and Sensory Demands:
- Job involves extensive sitting, concentrated use of visual senses, and dealing with distractions (as part of office environment). A high level of attention to detail is also required.

### Working Environment:
- This position involves sitting at desk/computer work station, sensitivity when working with diverse graduate students, including international graduate students, and stresses due to high volume, firm deadlines and demands.