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| Benchmark Title | Undergrad Student Support 1 |
| Group | [3] Administration – Academic/Students |
| Sub-Group | (b) Undergraduate Student Support |
| BM Pay Grade & Job Code | <ul style="list-style-type: none"> . Base Level (Pay Grade 2) [Job Code 285601] . Supervision Level 3, 4, or 5 (Pay Grade 3) [Job Code 285602] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, 3, or 4 (Pay Grade 3) [Job Code 285602] . Second Language required, plus Supervision Level 5 (Pay Grade 4) [Job Code 285603] |
| Scope & Level Definition | Jobs at this level provide front-line assistance to undergraduate students, providing information and assisting in the resolution of routine issues. |
| Sample Duties at this Level | <ul style="list-style-type: none"> . Responds to student inquiries pertaining to issues such as enrollment, course availability, and confirmation of registration . Processes routine program admissions applications based on established criteria . Oversees course registration and production of class lists by performing duties such as monitoring registration, creating wait lists, moving students off wait lists as seats become available, and advising students of their admission status . Completes award recommendation forms for submission to the Awards Office . Schedules new courses, reschedules existing courses, and updates related information online . Enters, edits, and manipulates data in relevant information systems . Compiles information and statistical reports . Performs administrative duties such typing correspondence and compiling and maintaining student e-mail lists, and lists of students expected to graduate |
| Knowledge (Education & Experience) | <ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus two years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience |
| Judgement, Authority, Decision Making | <ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others, requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently |
| Creativity, Problem Solving, Analytic and/or Technical Thinking | <ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff . Some opportunity for improvement of work methods that are of a straightforward procedural nature |

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| Responsibility for the Work of Others | <p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p> |
| Interpersonal Skills | <p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints |
| Working Conditions | <ul style="list-style-type: none"> . Job is performed in a typical office setting . Interruptions are an expected part of the work, and re-prioritization and/or rescheduling of tasks is required for work completion |
| Physical and Sensory Effort | <ul style="list-style-type: none"> . Minor fatigue is caused by the requirement for extra attentiveness required for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort |
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| | <p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p> |
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| Benchmark Title | Undergrad Student Support 2 |
| Group | [3] Administration – Academic/Students |
| Sub-Group | (b) Undergraduate Student Support |
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| BM Pay Grade & Job Code | <ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 285701] . Supervision Level 2, 3, or 4 (Pay Grade 5) [Job Code 285702] . Supervision Level 5 (Pay Grade 6) [Job Code 285703] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 5) [Job Code 285702] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 6) [Job Code 285703] |
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| Scope & Level Definition | Jobs at this level provide front-line assistance to undergraduate students, providing information and assisting in the resolution of moderately complex issues. |
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| Sample Duties at this Level | <ul style="list-style-type: none"> . Provides information to students on program and University policies and procedures, course content, and regulations such as deadlines, transfer credits, prerequisites, and exclusions . Liaises with Faculty regarding program requirements to graduate . Liaise with I.T. Services regarding student access for online services such as web services, registration, and accessing grades . Processes course extensions such as those provided on the basis of medical and compassionate grounds . Provides assistance to students on course issues, such as requirements for honours, course credits, and language proficiency requirements . Performs program credit checks for the purpose of adjudication for graduation . Liaises with external organizations when administering programs, such as the Real Estate Council of BC . Assists with promotion of undergraduate programs by performing duties such as coordinating open houses, public relations functions, and promotional events . Performs administrative duties such as taking minutes |
| Knowledge (Education & Experience) | <ul style="list-style-type: none"> . High School graduation, plus one year post secondary diploma, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience |
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| Judgement, Authority, Decision Making | <ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected |
| Creativity, Problem Solving, Analytic and/or Technical Thinking | <ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects |

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| Group | [3] Administration – Academic/Students |
| Sub-Group | (b) Undergraduate Student Support |
| Responsibility for the Work of Others | <p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p> |
| Interpersonal Skills | <p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature. Makes informal demonstrations or presentations in areas of expertise |
| Working Conditions | <ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability |
| Physical and Sensory Effort | <ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands |
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| Benchmark Title | Undergrad Student Support 3 |
| Group | [3] Administration – Academic/Students |
| Sub-Group | (b) Undergraduate Student Support |
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| BM Pay Grade & Job Code | <ul style="list-style-type: none"> . Base Level (Pay Grade 6) [Job Code 285801] . Supervision Level 2, 3, or 4 (Pay Grade 7) [Job Code 285802] . Supervision Level 5 (Pay Grade 8) [Job Code 285803] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 7) [Job Code 285802] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 8) [Job Code 285803] |
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| Scope & Level Definition | Jobs at this level provide front line assistance to undergraduate students, providing information and assisting in the resolution of complex issues. |
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| Sample Duties at this Level | <ul style="list-style-type: none"> . Coordinates all aspects of undergraduate program admissions, including the selection process and bringing cases requiring special adjudication to an admissions committee for determination . Coordinates and explains the admissions appeal process . Implements procedures to control admission and restrict enrollment to upper level courses . Ensures student compliance with prerequisites and continuation requirements by performing duties such as tracking the progress of students, identifying problems, and bringing cases of failure to meet requirements to a committee for resolution . Oversees course registration and production of class lists . Assists in the handling of student misconduct cases by performing duties such as coordinating and scheduling appointments for instructors to meet with students, taking notes, preparing case files, ensuring secure handling and storage of relevant documents, and maintaining database for case progression and resolution . Prepares appointment notices for teaching assistants, markers, and research assistants, and processes timesheets . Determines teaching assistant requirements for exam invigilation duties, assigns them to courses, coordinates their schedules, and ensures sufficient coverage . Assists with the scheduling of lectures, labs, and tutorials, and books classroom and lab space . Coordinates databases and assists in the management and maintenance of instructional technologies such as webCT (e.g., create and maintain accounts and assigns access rights for instructors, T.A.s, and students) . Performs administrative duties such as composing complex correspondence and reports, preparing student files, overseeing storage, retrieval, and destruction of archival materials, and developing and maintaining promotional material for the program . Responds to a variety of written, email, and oral inquiries of an interpretive nature |
| Knowledge (Education & Experience) | <ul style="list-style-type: none"> . High School graduation, plus one year post secondary diploma, plus four years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience |
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| Group | [3] Administration – Academic/Students |
| Sub-Group | (b) Undergraduate Student Support |
| Judgement, Authority, Decision Making | <ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solution |
| Creativity, Problem Solving, Analytic and/or Technical Thinking | <ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects |
| Responsibility for the Work of Others | <p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members |
| Interpersonal Skills | <p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise |
| Working Conditions | <ul style="list-style-type: none"> . Job is performed in a typical office setting . Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability |
| Physical and Sensory Effort | <ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent has the ability to change tasks, but most tasks have similar sensory demands |
| | <p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p> |