

Job ID: COPE-24-18
Job Title: Financial Aid & Registrarial Assistant
Department: Student Awards & Financial Aid/Registrarial Services
Campus: Thunder Bay Campus
Status: Full Time, Permanent
Job Category: COPE Level 7 *INTERNAL

Date Posted: June 27, 2024
Closing Date: July 8, 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

Reporting to the Associate Registrars of Student Awards & Financial Aid and Registrarial Services, the Financial Aid & Registrarial Assistant will oversee a variety of responsibilities involving administration of government student aid; supporting the workflow of Petitions; employee recruitment; data reporting; record-keeping and general office upkeep.

Job Duties

- Ensures the general office space/shared areas are organized and well-stocked; serves as the administrative support for the shared office and cubicle spaces
- Schedules and coordinates meetings including polling attendees and booking rooms
- Coordinates and books all travel arrangements in accordance with Lakehead University financial policies and prepares authorizations and expense reports in Concur for approval and payment submission.
- Orders and organizes all supplies and materials, while maintaining Enrolment Services workspace environment as neat, orderly and tidy.
- Prepares budget requests such as Purchase Orders, Sole Source, etc. and following through with the necessary paperwork and signatures as required.



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- Provides administrative assistance to the Financial Aid Specialist on the Senate Undergraduate Scholarship and Bursaries Committee (SUSBC) as required and directed.
- Respond to inquiries covering all aspects of student aid programs, interpreting policies & procedures, explain assessments, eligibility, loan responsibilities, repayment options, ensuring the most up to date information is being provided (referring to Ministry and provincial manuals/other resources available)
- Check the OSAP work queue daily on the ministry site for on-line applications, documentation requirements and follow up with students on incomplete or insufficient information to ensure no delay in processing
- Enter OSAP applications on the Ministry's Student Financial Assistance Branch on-line computer system inputting information accurately
- Prepares case notes for each Petition submitted and interacts with students to communicate next steps
- Provides support with conducting research, producing reports and other projects as assigned by the respective Manager.

Qualifications

- College Diploma in Business or the equivalent combination of education and experience
- Excellent communication (written, verbal and listening) and interpersonal skills;
- Excellent time management skills with the ability to multitask;
- Ability to maintain the utmost confidentiality with respect to student information;
- Technological literacy – Microsoft Office (Word, Excel), Colleague (Datatel), etc.;
- Detailed knowledge of University policies, procedures and academic regulations;
- Knowledge of secondary and post-secondary education systems within Canada and Ontario, in particular
- With continual changes to the OSAP program, competence is continual as keeping up to date on changes is critical to service delivery and overall student satisfaction.

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 letter and resume in word or PDF format.



Employment Opportunity

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