

Job ID: SCHII-24-55
Job Title: Student Central Professional
Department: Student Central
Campus: Thunder Bay, ON
Status: Full-Time Contract – 15 Months
Job Category: Schedule II

Date Posted: September 5, 2024
Closing Date: September 19, 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

Student Central is seeking a highly motivated, student-centered individual who is excited by the opportunity to join a team that supports the student experience.

Job Duties

- Providing a high level of care and holistic support to students, both incoming and returning, as the front-facing service area for Undergraduate Admissions, Student Awards & Financial Aid, and Registrarial Services.
- Providing independent, immediate, proactive, and reactive diagnostic support and problem resolution to students on a broad range of functions including, but not limited to, academic and financial aid eligibility, admission, transfer credit, registration, and enrolment issues.
- Through the comprehensive interpretation and application of various policies, procedures, rules and regulations, the Student Central Professional will counsel students on program and



graduation requirements, registration and course selection, options for financial aid and funding, OSAP reviews, as well as the enrolment cycle.

- Reviewing and guiding students regarding student financial aid and academic concerns and issues in order to determine the best course of action for the student to pursue while explaining and documenting the ramifications of such courses of actions (i.e. reduction of course load, withdrawals, academic and financial aid appeals, etc.) in an effort to ensure the student is making an informed decision.
- Guiding students through their enrolment to become self-reliant in terms of their educational pathways and choices.
- The position requires a high level of customer service and engagement, which may require variable hours of work based on operational needs.

Qualifications

- University degree along with at least 3 to 5 years of experience in a student service advisory role.
- Demonstrated ability to respond to student needs with a holistic approach as well as strong working knowledge of University policies and procedures and the functions within Undergraduate Admissions, Student Awards & Financial Aid, and Registrarial Services.
- Outstanding communication with a demonstrated ability to respond to student needs with a holistic approach.
- Ability to analyze and interpret data.
- Excellent critical thinking and advanced problem-solving capabilities along with the ability to use sound, professional judgment in making complex decisions.
- Superior student service skills are combined your ability to work with diverse populations using tact and cultural sensitivity.
- Project management and event planning skills and experience would be considered an asset.
- Proficient with computers, including Microsoft Office, the successful candidate also has a demonstrated knowledge of Colleague (Datatel) as it pertains to Admissions, Student Awards & Financial Aid, and Registrarial Services.

As a condition of employment, a Level 1 police criminal record check must be provided by the successful candidate.

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.



Employment Opportunity

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

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.

If you are experiencing any issues with the Google Form, please email careers@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