



Enrolment Services Officer (Full Time)

ABOUT ST. MARY'S UNIVERSITY:

Our Vision: To be the preeminent Catholic University in Canada, known as a centre of academic excellence providing a vibrant and engaged student experience that prepares authentic leaders committed to the service of others.

Our Mission: Open to all and grounded in the [Catholic Intellectual Tradition](#), St. Mary's University educates the whole person to inspire and empower tomorrows engaged, global citizens for the future.

Our Values: As a Catholic community, we value being Welcoming and Serving of all, Academic Excellence and Faith.

As an independent Catholic university in Canada, with a strong emphasis on liberal arts and sciences, St. Mary's University prepares its students to live with integrity, compassion and confidence while embodying a compassionate commitment to ethics, social justice, and respect for diversity of opinion and belief. St. Mary's is focused on developing the whole person: mind, body and spirit. For more information about St. Mary's and our Strategic Plan, visit <https://stmu.ca/> and <https://stmu.ca/about-us/strategic-plan/>

ABOUT THIS OPPORTUNITY:

The Enrolment Services Officer serves as the first point of contact for students, prospective students, and visitors, providing exceptional customer service and support across admissions, registration, records, and financial aid functions. Reporting to the Associate Registrar, this role ensures the efficient delivery of front-line enrolment services and administrative support for the Registrar's Office. The Enrolment Services Officer supports institutional goals by maintaining accurate records, processing student transactions, and contributing to a welcoming and professional student experience.

Main responsibilities for this position will include:

- Front Desk/Enrolment Services Duties
 - Respond to a high volume of inquiries: in-person contact, answering and returning phone calls/e-mails from students, potential students, parents and the public.
 - Sort and post daily mail, prepare courier requests, accept and/or direct deliveries, process Student IDs and UPASS, and complete all transcript requests.
 - Maintain up-to-date knowledge on all program offerings including intake dates and withdrawal and payment deadlines.
 - Contribute to the continuous improvement of data entry, filing, and archiving systems.
- Student Accounts, Financial Aid & Awards
 - Process and collect payment of all student application fees, transcript fees, and tuition fees; prepare daily deposit and import online banking payments.
 - Administer a variety of financial aid procedures including maintenance of records of financial aid transactions and receipt and disbursement of loan documents.
 - Confirm student enrolment and ensure that confidentiality of information provided by students is maintained.
- Support Campus Departments
 - Collaborate with colleagues in the Registrar's Office and other departments to streamline workflows and improve student services.
 - Assist with preparation for University events as required.



QUALIFICATIONS:

- 2-4 years' related experience including: 1 year experience working in a dedicated student or customer service setting where the daily, ongoing, primary function is responding to and resolving student or customer contact requests. Experience in a post-secondary environment would be considered an asset.
- Bachelor's degree or diploma or equivalent combination of education and experience.
- Strong administrative, organizational, numeracy, and time management skills while performing/prioritizing multiple tasks, adhering to deadlines and responding to frequent interruptions.
- Knowledge of Student Information Systems would be considered an asset.
- Demonstrated ability to deal courteously and tactfully with staff, students, and members of the public.
- Can-do attitude to support the needs of a rapidly growing university.
- Demonstrated ability to effectively exercise judgement in resolving student/customer issues and interpret related procedure and policy.
- Strong working knowledge of Microsoft Office (Excel, Word, and Outlook).
- Some heavy lifting may be required (25 kg) for deliveries and event support.

VALUES & ATTRIBUTES:

- Alignment with institution values and strategic plan pillars.
- Upholding core competencies associated with the institution's four pillars.
- Knowledge of, and respect for, the institution's Catholic mission and identity.
- Fostering equity, diversity, and inclusion, as well as Truth and Reconciliation.

WHAT WE OFFER:

As a part of the St. Mary's University community, eligible employees received a comprehensive compensation and total rewards package that includes, but is not limited to, a group benefits package, health spending account, RRSP matching, and generous paid time off. For more information on our offerings visit <https://stmu.ca/careers/>.

OUR COMMITMENTS:

St. Mary's University is committed to Indigenous Truth and Reconciliation. Our land acknowledgement and Indigenous initiatives information can be found at <https://stmu.ca/campus-life/indigenous-initiatives/>. St. Mary's University is an equal opportunity institution. We hire on the basis of merit and are passionate about building and sustaining an equitable and welcoming campus environment where diversity in all areas is celebrated and valued. If you require support services or accommodations during any stage of the recruitment process, please include this in your application. All requests will be handled with the utmost confidentiality.

APPLICATIONS:

Please email application packages to Human Resources at careers@stmu.ca in one .pdf formatted document with the Subject Line of: "Enrolment Services Officer" by August 23, 2026. All applicants must submit a cover letter with salary expectations, resume, and contact information of three most recent supervisors and/or written letters of recommendation. Previous employees should submit an updated resume and updated credentials if applicable.

*We encourage all qualified applicants to apply. Canadian citizens, permanent residents and others currently legally authorized to work in Canada will be given priority. We thank all applicants for their interest. However, only those applicants being interviewed will be contacted. **No phone calls please.***