#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Admissions Officer

**Job Number:** A-196 | VIP: 1304

**Band:** 8

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:**  April 20, 2021

#### **Job Purpose:**

Under the general direction of the Manager, Admissions, the Admissions Officer provides a major role throughout the recruitment and admissions cycle in all areas of admissions operations to ensure the enrolment management goals of the university at large are met. As the key assessor and evaluator of domestic and international undergraduate applications to various programs, as well as transfer credit assessment, the incumbent communicates admissions related information to both internal and external audiences. The incumbent will provide exceptional customer service to ensure information needed to make key decisions is provided promptly. This position is fast paced due to the high volume of requests. As a result, the incumbent will be required to process admission files in a timely, accurate, consistent and equitable manner.

#### Key Activities:

* In collaboration with the Manager, Admissions, leads the admissions process for 105 domestic and international applicants, including the evaluation of applicant credentials to make admission decisions, transfer credit evaluations, and exploring options with unsuccessful applicants (e.g. supplemental applications, upgrading options);
* Handles external and internal inquiries concerning the application process, procedures, deadlines, individual applicants, admission status and related requests for information. Guides the Enrolment Advisors on responses to admissions-related emails and phone calls;
* Collaborate with Manager, Admissions to review domestic and international admission policies and requirements for undergraduate degree, Trent-ESL: English for University Program and Post-graduate certificates to support the goal of meeting enrolment targets;
* Evaluate changes in domestic and international curriculum and in consultation with Manager Admissions, adjust Trent’s admissions requirements accordingly to ensure that Trent continues to attract and admit qualified applicants, and that recruitment resources such as the Viewbook and website are revised as needed;
* Evaluate and assess 105 domestic and international applications for admissibility, adhering to established policies as set out by Senate and the admissions office;
* Following Transfer Credit Policy, applies transfer credits to applicant records at time of admission, referring to Articulation Agreement lists as needed;
* Responsible for a wide range of knowledge of college partnerships, and specifically articulation agreements and provincial initiatives through transfer pathways. Offers guidance to students currently enrolled in these college programs;
* Request course syllabi in cases where a full evaluation cannot be made at the time of admission offer, and guide applicants to complete Transfer Credits Evaluation form on the myTrent portal;
* Ensure that the Transfer Credit Database in Colleague (TCEQ) is accurate and update as needed;
* Support Admissions Assessor as needed when course syllabi evaluations are returned by academic departments and added to the Transfer Credit Database and applicant records;
* Process admission letters/emails for all applicants, including undergraduate, ESL, Post-graduate certificate, visiting and special students and short term groups;
* Ensures that problem files or applications of a complex nature are brought forward to the Manager, Admissions;
* Participate in prospective student and applicant conversion activities and events to provide admissions information and support. Provides on the spot admission assessment and services to prospective students at various recruitment events, including Transfer Events, Tours Plus events, Open House, and college visits in the Peterborough and Durham area;
* Collaborate and Coordinate with recruitment and admissions representatives from other countries to ensure a seamless pathway for international students to Trent.
* Review submitted applicant transcripts to ensure accuracy and authenticity;
* Work with Manager, Admissions to recommend changes to the contract and Direct application forms to ensure that all necessary applicant details import into Colleague for review;
* Collaborate with Admissions Coordinator to hire Trent Work Study Student (TWSP) staff for Admissions
* Collaborate with Manager, Admissions to oversee the work of student staff as they support the 105 admission and transfer credit process;
* Review admission reports to communicate with applicants who need to submit documents to Admissions to have an admission decision made;
* Review admission reports following each start term to ensure that 105 student admission conditions have been met. Follow-up with students as needed to ensure that all documents are submitted to Admissions in a timely manner and that their course registration is not impacted;
* Respond to both positive and negative admission decisions. Diffuse situations where applicant is dissatisfied with outcome, offering upgrading options or alternate offers where applicable;
* Collaborate with Manager, Admissions to ensure that changes are made to myTrent portal forms to allow applicants easy access to submit their admission documents;
* Review OUAC, OUInfo, Viewbook, website, and other publications annually and makes recommendations for change;
* Support the Admissions Coordinator where needed, including making any changes to communication codes, offer letter templates in Colleague, sending decisions to OUAC, and running OUAC imports in the Admissions Coordinators absence;
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year) required. Preference given to an Honours Degree (4 year). Education in a field with a strong research and analytical foundation preferred.

#### Experience/Qualifications Required:

* Three years of related experience in evaluation of post-secondary academic documentation, preferably in an admissions setting.
* Significant knowledge of the broad range and complexity of international and domestic secondary and post-secondary education systems.
* Extensive knowledge and proficiency with Microsoft Office, including Word, Access and Excel, ability to construct reports, implement technical processes in a computerized setting, and complete mail merges of data.
* Experience with a Student Information system (Colleague preferred).
* Comfort communicating with a broad range of applicants from many different cultural backgrounds.
* Ability to speak and write fluently in another language an asset.
* Knowledge of the broad program offerings at Trent.
* Demonstrated excellent organizational skills.
* Superior skills in the provision of excellent customer and/or student services required.
* Excellent verbal and written communication skills required, including experience speaking to small and large groups, demonstrated knowledge of academic protocols, and experience communicating with people at all levels of the university.
* Ability to work cooperatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.
* Commitment to professional development and training.
* Must be available to work some evenings and weekends as required.
* Available and willing to travel locally, with occasional national and international travel.
* Valid ‘G’ driver’s license.

#### Supervision:

* Supervise and direct the activities of Trent Work Study Students on their daily tasks to support the Admissions department.

**Job Evaluation Factors:**

##### Analytical Reasoning

* Extensive knowledge of secondary and post-secondary educational systems worldwide is required, including knowledge of academic offerings, admissions requirements and other related areas; must have at least one year of directly related experience in the area of post-secondary admissions.
* Understanding of strategic enrolment management principles and practices required.

##### Decision Making

* Required to make accurate and justifiable decisions based on complex criteria with limited input from others.
* Researches and interprets policy and regulations to apply to complex criteria in order to assess applicants from around the world.

##### Impact

* Impact on the organization can be significant and long term. Errors that go undetected may affect recommendations, decisions or actions, leading to a negative impact to the whole organization. Areas of potential impact could be in the organization’s reputation. Incorrect information could result in reduced enrolment and retention.

##### Responsibility for the Work of Others

* This position requires management of student employees.

##### Communication

Internal:

* Communicate with Registrar’s staff, Enrolment Advisors, Academic departments, all service departments regarding 105 applicants;
* Communication with Enrolment Advisors on admissions processes for 105 applicants.

External:

* High school guidance counselors and principals; College advisors; University staff; high school students and parents;
* Applicants to Trent – follow-up to ensure we have all documents required to make an admission decisions; follow-up when admission conditions have not been met.

##### Motor/ Sensory Skills

* Dexterity - Data entry input, and reports requiring both speed and accuracy.

##### Effort

Physical:

* Requires sitting at a desk for prolonged periods of time.
* Must be able to maintain focus on in depth research related tasks.

Psychological:

* Must be able to maintain focus on in depth research related tasks.

##### Working Conditions

Physical:

* Required to support recruitment activities. Work is at times physically demanding, sometimes involving long hours, evening and weekend recruiting events and activities and some limited travel.
* Fatigue – frequent interruptions, continuous re-prioritization of work.

Psychological:

* Stressful environment with multiple deadlines and high volume of work – this position makes admissions decisions for a large volume of complex applications to multiple programs with set admission caps;
* Responding to people under stress about their future;
* Many deadlines and pressure points to meet intake targets ;
* Constant interruptions – walk-in traffic (students, faculty, public), telephone;
* Agitated students or faculty;
* Stress Resolution - picking up on emotional stress of students and co-workers to alleviate a potential situation;
* Multiple competing demands - nature of the work results in unavoidable busy periods;
* Confidentiality - working with sensitive academic/student/partnership situations.