#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Graduate Admissions Coordinator

**Job Number:** A-454 | VIP: 1882

**Band:** OPSEU- 10

**Department:** Graduate Studies

**Supervisor Title:** Director, Graduate Studies

**Last Reviewed:**  October 12, 2022

#### **Job Purpose:**

Under the general direction of the Director, Graduate Studies, the Graduate Admissions Coordinator is responsible for all activities related to the admission of graduate students for the University. The Admissions Coordinator leads research, implementation and staff training related to applications and admissions procedures and processes in the student information system (SIS), Colleague and Laserfiche. Due to the scope of these responsibilities, the Admissions Coordinator must be a subject matter expert including to be knowledgeable in all admissions policies, procedures, and practices, including the evaluation of applicant credentials and files, and supporting Graduate Academic Programs with admission processes and decisions. This role assists the Director with the smooth running of the admissions unit throughout the application cycles including other aspects of staff training, the flow of information with other units and admissions statistical reporting for the Dean of Graduate Studies and senior administration.

#### Key Activities:

1. Leads all facets of the Graduate Admissions portfolio, including overseeing the work of the Admissions staff regarding admission processes in the student information systems, Colleague and Laserfiche.
2. As admissions cycle expert, troubleshoots technical aspects of the admissions processes in the student information systems (SIS).
3. Oversees technical aspects of admissions processes and procedures, including, but not limited to application data imports (OUAC), and setup of admission rules.
4. Identifies and proposes streamlining of processes related to all admissions practices and works with the Director to implement these proposals.
5. Responsible for the annual maintenance of digital workflows (Laserfiche), collaborating with IT as required to implement required changes and improvements, and providing training (including the development of training materials and SOPs) for graduate Program Directors and Academic Administrative Assistants.
6. Oversees the admission process for all domestic and international graduate applicants, including setting up and running the system for the evaluation of applications and updating of admit statuses within the student information system, including condition checking.
7. Is responsible for disseminating large, diverse and time-sensitive volumes of official admissions decisions and applicant communications throughout the applicant cycle.
8. Responsible for overseeing the annual updating of admission letter templates and recommending required changes.
9. Responsible for participating in annual international credential assessment workshops and conferences as well as continuous training on international education trends and changes to international educations systems, particularly for countries where the School of Graduate Studies receives a high volume of applications.
10. In collaboration with Trent International responsible for providing information to international recruitment representatives and ensuring the clear communication of admissions processes to support positive relationship building with international partner agencies and to ensure a seamless pathway for international graduate students.
11. Leads the annual updating of OUAC graduate application processes and assists with updating sections of the Graduate Academic Calendar as they relate to admissions.
12. Is responsible for ensuring that English Language Proficiency rules are updated in Colleague and that all 101 applicants are assessed for English Language Proficiency.
13. Coordinates access for School of Graduate Studies for online resources for credential evaluation (OURA, WES, TOEFL, IELTS).
14. Responsible for editing publications such as OUAC’s Call for Copy, website and other internal/external admissions related publications.
15. Works closely with the Admissions staff to ensure admission and funding letters are thoroughly reviewed prior to sending.
16. Supervises the processes for tracking applicant rescinds, admissions deferrals, and newly registered students. This includes overseeing the successful hand off, to the Records & Registration Officer, of all admissions data related to incoming students.
17. Provides information and answers questions regarding educational opportunities at Trent. Responds to queries from applicants, parents and staff requiring broad and accurate knowledge of academic offerings and regulations.
18. Produces application and admissions statistical reports and provides applicant data as needed. Collaborates with Director, Graduate Studies on analyzing data to strategically propose direction for admissions cycles.
19. Collaborates with staff in other units on special projects, such as recommendations for recruitment initiatives based on application tracking.
20. Directs TWSP student staff in Admission processes as needed. Participates in recruitment activities as needed to provide admissions information and guidance for prospective students, applicants, and their families (internal and external events, evening and weekends as required).
21. Other related duties as assigned which do not account for more than 5% of the total duties.

#### Education Required:

* Honours Bachelor’s Degree (4 year) or equivalent. Education in a field with a strong research and analytical foundation.

#### Experience/Qualifications Required:

* Minimum three years directly related experience.
* Experience using and manipulating a computerized information system, preferably within an academic environment.
* Demonstrated experience interpreting and coordinating large sets of data with accuracy and efficiency within relational databases.
* Demonstrated experience and success in the implementation and training of technical procedures and processes in a computerized setting.
* Direct experience with and professional training in the evaluation of foreign educational materials in a post-secondary setting.
* Advanced verbal, written, and electronic communication skills and a demonstrated ability to clearly articulate information to a broad range of people from many different cultural backgrounds including applicants, students, faculty, staff, and external contacts.
* Excellent organizational and customer service skills.
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel, as well as the ability to construct reports and merge data.
* Excellent research, analytical reasoning and problem-solving skills.
* Strong technical expertise with a proven ability to lead the implementation of improved technical process and procedures.
* Excellent organizational and customer service skills.
* Excellent verbal, written and electronic communication skills required.
* Knowledge of all elements of the admissions processes and the admissions cycle.
* Knowledge of and an ability to effectively communicate the value of graduate level education at Trent University. Experience working in a fast-paced work environment involving time-sensitive projects and where the use and security of confidential and sometime sensitive information is required.
* Ability to maintain confidentiality.
* High level of accuracy and attention to detail.
* Ability to prioritize workload in a fast-paced environment.
* Ability to work independently and as a member of a team.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.

#### Supervision:

* Supervision of OPSEU staff working in Graduate Admissions, including Admission Officer, Admission Assessor, Admission Administrative Assistant, and student staff within School of Graduate Studies is required.

**Job Evaluation Factors:**

**Analytical Reasoning**

This job requires analytical reasoning to apply to responsibilities that are diverse, complex and multifaceted. Judgment is exercised in adapting methods to arrive at solutions. Situations are broad in scope, and lack standard practice to resolve, thus requiring the recognition, analysis and creative definition of practical solutions. Work planning includes others, and occurs within broad time frames, but may require adjusting plans and priorities to respond to changing circumstances.

Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions.

*Example:*

*The Coordinator will need to research and develop technical processes and determine the most effective and efficient ways to implement and support the ongoing and significant growth within the School of Graduate Studies.*

Multiple projects must be coordinated at the same time and often with strict and competing deadlines. The Coordinator must work independently to develop plans on how best to expand and enhance admissions processes and procedures within the applicant cycle, while also maintaining operations while juggling competing – and often changing – priorities.

**Decision Making**

The Coordinator is required to make decisions with limited input from others and limited supervision in order to develop communications plans and strategies.

*Example:
The Coordinator determines admission processes and best practices; methods for improvement of processes to improve efficiencies to ensure timely responses for all admission processes.*

Work involves simultaneously managing multiple processes, such as assessing and completing grading evaluations for a large volume of applicants from a variety of different countries, developing communications to address common questions, reviewing letters and ensuring appropriate conditions are included, and ensuring technical processes are in place and working efficiently to process all graduate applications.

**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 and potential loss of strong applicants. Incorrect information could result in reduced enrolment and retention.

*Example*

This position is responsible for coordinating the processing of large volumes and variety of applicant data within strict timeframes. Errors in this processing can result in the miscommunication of admissions decisions and/or admission conditions to applicants and could lead to the admitting of unqualified applicants or omission of qualified applicants.

This position carries out and/or sets up the processes to carry out all official applicant communications via email, applicant portal, OUAC and print.

**Responsibility for the Work of Others**

Indirect Responsibility for the Work of Others:

* Admissions Assessor
* Admissions Officer
* Admissions Administrative Assistant
* Student Staff

**Communication**

Internal:

* Staff – Lead contact for all admission related questions and issues
* Faculty/Staff - Communicate with School of Graduate Studies team as well as graduate program Directors and Academic Administrative Assistants.
* Staff (TI) - Communication with International office, undergraduate admissions and recruitment teams, IT team.
* Staff (IT) – works closely with IT to lead system setup and technical implementations for admissions

External:

* OUAC – Lead contact for updates to OUAC communications programs that reach applicants and the general public (Call for Copy)
* International agents – Communicate information about programs, admission requirements and application process.
* OURA & WES – Ongoing resource sharing re ESL qualifications and accreditation
* Applicants - to provide information on the application procedure, admission requirements and follow up when admission conditions have not been met.

**Motor/Sensory Skills**

* Dexterity – Reporting and data entry input requiring both speed and accuracy

**Effort**

Mental:

* Sustained Attention - Required in tracking updates to program requirements and ensuring smooth processes with OUAC interface.
* Strong attention to detail in reviewing technical admission processes Ex: Admission rules, Communication codes, and Admissions tracks.
* Sustained Attention - Required in data entry of grade conversions, using multiple tools of assessment.

**Working Conditions**

Physical:

* Constant interruptions – walk-in traffic (students, faculty, public), telephone, email and instant messaging;
* Work is at times physically demanding, sometimes involving long hours, evening and weekend recruitment events and activities and some limited travel.

Psychological:

* Stressful environment with multiple deadlines and high volume of work – this position leads the admissions process for the School of Graduate Studies and is responsible for the assessment of a large volume of complex applications to multiple programs;
* Responding to people under stress about their future;
* Many deadlines and pressure points to ensure graduate programs have the information that they need in a timely manner to make admissions decisions;
* 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.