#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Admissions Coordinator

**Job Number:** A-148 | VIP: 1404

**Band:** OPSEU- 9

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:**  April 20, 2021

#### **Job Purpose:**

Under the general direction of the Manager, Admissions, the Admissions Coordinator is responsible for the efficient, accurate and timely importing and exporting of all undergraduate (domestic and international) application data for the University. As a member of the Recruitment & Admissions team, the Admissions Coordinator is the lead on research, implementation and staff training related to admissions procedures and processes in the student information system (SIS), Colleague. 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, admissions decisions, and advising unsuccessful applicants. This role assists the Manager with the smooth running of the admissions unit throughout the application cycle including other aspects of staff training, the flow of information with other units and admissions statistical reporting for senior administration.

#### Key Activities:

1. Oversees all technical aspects of admissions processes and procedures, and large volumes of applicant communications and data, including, but not limited to Communication Management, applicant (OUAC) data imports and Exports, and setup of admission rules and tracks in the student information system, Colleague.
   * Communications Management refers to the automated processes in Colleague that are setup each cycle to link all admissions communications with applicants; these processes must be monitored on a regular basis for accuracy.
   * OUAC Imports refers to the daily processes of electronically gathering the application data from the Ontario Universities’ Application Centre (OUAC) and downloading it into Trent’s student Information system, Colleague. This requires close attention as data errors may be present in the import file and need to be rectified prior to import completion.
   * OUAC Exports is the daily process of sending files to OUAC that contain the admission decisions (Offers, Deferrals, and Rejections).
   * Admissions Rules is the coding that is inputted into Colleague allowing Admissions Officers to automatically admit the applicants that pass the Admissions rules.
   * Admissions Tracks refer to the linking of automated processes to allow many different processes to run in a set order when the first process is initiated. The resulting tracks are used by all admissions-related staff to carry out their duties.
2. Assists the Manager, Admissions with all facets of the Admissions portfolio, including acting on behalf of the unit in the Manager’s absence. Oversees the work of the Admissions Assessor regarding end of cycle applicant clean up and set up in Laserfiche. Is the admission team subject matter expert for troubleshooting in regards to all technical aspects of the student information system.
3. Initiates and maintains the admissions process for all undergraduate applications by setting up the student information system repositories, creating import rules and importing application data from OUAC. Identifies and proposes streamlining of processes related to all admissions practices, and works with the Manager, Admissions to implement these proposals.
4. Is responsible for ensuring that English Language Proficiency rules are updated in Colleague and that all 101 applicants are assessed for English Language Proficiency.
5. Is responsible for the admission process for all 101 domestic and international 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.
6. Creates the technical silos in the student information system from which the Admissions Officers and Assessors produce print and electronic communications.
7. Runs the daily OUAC imports and exports of data, including error reports and validation of the data.
8. Is responsible for disseminating large, diverse and time-sensitive volumes of official admissions decisions and applicant communications through the student information system throughout the applicant cycle.
9. Responsible for editing publications such as OUAC’s eINFO and Call for Copy, and other internal/external admissions related publications.
10. Works closely with the Admissions Officers to ensure that the transfer credit tracking database is updated weekly
11. Supervises the processes for tracking applicant rescinds, admissions deferrals, and newly registered students. This includes overseeing the successful hand off, to the Records & Registration unit, of all admissions data related to incoming students.
12. 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; advises on options available to best meet students’ academic needs.
13. Produces application and admissions statistical reports and provides applicant data as needed. Collaborates with Manager, Admissions on analyzing data to strategically propose direction for admissions cycle.
14. Collaborates with staff in other units on special projects, such as providing contact lists to the Recruitment team for applicant outreach campaigns.
15. Posts TWSP positions and collaborates with Admissions Officers to hire students. Communicates with TWSP students when they are needed to support the 101 admission processes.
16. 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).

#### Education Required:

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

#### Experience/Qualifications Required:

* Minimum three (3) 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 (ideally one that uses both state-of-the-art office automation tools and relational database products to achieve a high level of success in the provision of services).
* High level of proficiency with various software packages required (MS Word, Excel, and Access).
* 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 recruitment and admissions cycle.
* Knowledge of and an ability to effectively communicate the value of post-secondary level education at Trent University; general knowledge of post-secondary education systems in Canada an asset.
* 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 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:

* No formal supervision of others 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.*

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 must advise upon and determine the best practices and methods for meeting the technical needs of the admissions unit.*

Projects involve simultaneously managing multiple processes, such as importing and exporting of applicant data, developing the communication silos within the student information system, and running the program to evaluate and admit all 101 (Ontario secondary school) applicants.

**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.

*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 (during end of cycle applicant file cleanup/setup)

**Communication**

Internal:

* Staff – Lead contact for all technical system questions and issues
* Staff (IT) – works closely with IT to lead system setup and technical implementations for admissions
* Staff – Lead contact for updates to OUAC communications programs that reach guidance professionals and the general public (eInfo and Call for Copy)

External:

* OUAC – to provide information for annual communications materials
* Secondary School teachers and guidance counselors regarding the admissions process, requirements, policies and procedures.
* Students - to provide information on the application procedure, admission requirements, admissions decisions and the reasons.
* Families - to provide information on the application procedures and admission requirements.

**Motor/Sensory Skills**

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

**Effort**

Mental:

* Sustained Attention - Required in setting up a large variety and scope of technical aspects of the admissions process in Datatel. Ex: Admission rules, Communication codes, and Admissions tracks.
* Sustained Attention - Required in data entry of admission decisions while using the grades on the student database to make the decision

Physical:

**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.

Psychological:

* Stress related to lack of control over scheduling of time-sensitive projects and data and the potential for errors in technical implementation and/or processing that could have a major impact on the University.