#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Admissions Officer, Education

**Job Number:** A-146 | VIP: 1318

**Band:** OPSEU-8

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

Under the supervision of the Manager, Admissions, and in consultation with the Manager, Student Recruitment, the Admissions Officer, Education is responsible for developing, implementing, and maintaining a systematic approach for recruiting prospective students, and managing and assessing applications to the Consecutive Teacher Education Program, and some aspects of the Teacher Education Stream and Indigenous Bachelor of Education program. The incumbent will work collaboratively with leadership staff in the School of Education to build partnerships and awareness about Trent’s education programs. The incumbent will provide exceptional customer service in a fasted paced environment to ensure information needed to make key decisions is provided promptly. The incumbent will be required to process admission files in a timely, accurate, consistent, and equitable manner.

#### Key Activities:

##### Recruitment

* Work closely with the Manager, Admissions to coordinate and ensure timely and effective correspondence at all phases of the application cycle to current and future applicants to the program (formal acknowledgment of application, communication of decisions in addition to responses to enquiries by telephone, email, or appointment).
* In collaboration with the Manager, Student Recruitment, Manager, Admissions and the School of Education and Professional Learning, will develop strategies and offer scenarios to ensure that enrolment targets for specific programs are met.
* Conduct timely and accurate evaluation of eligibility of all international and domestic applications to the Consecutive Education program often of a complex nature including GPA calculations and academic transcript interpretation. Assess course eligibility, credential completion, and review transcripts to ensure accuracy and authenticity, adhering to established policies as set out by Senate, the School of Education, and the admissions office.
* Provide support for the Indigenous Bachelor of Education program as required.
* Assess internal Teacher Education Stream transfer applicants, ensure that all admissions decisions are accurately coded and tracked in Student Information System, ensure correct documents are sent regarding admission decisions and track applicant response. Communicate with Records and the School of Education regarding newly admitted Teacher Education Stream transfers.
* Compile all applicant information including admission averages, applicant profile read scores, degree credentials and other relevant data and submit to the Dean and Program Manager for final admission decisions. Advise on admissions decisions as needed.
* Ensure that all assessments are completed by appropriate deadlines (internal and system-wide deadlines) including communication with applicants regarding missing documentation.
* Meet with potential students to consult, guide, and evaluate documentation; to discuss options for obtaining admission requirements and advise unsuccessful applicants. Provide ongoing assessments of teaching subject and GPA requirements.
* Communicate with the Dean and Program Manager throughout the admissions cycle regarding tracking of applications and conversion, enrolment targets and cases of a complex nature.
* Handle external and internal inquiries from prospective students and applicants to all education programs regarding aspects of the education programs, the application process, procedures, deadlines, admission status and related requests for information, as well as providing information regarding continuing teacher education options.
* Act as key contact for staff involved in fielding enquiries and provides updates and training regarding education programs as needed.
* Process and send admissions emails, rejection emails, alternative offer emails, and deferred emails for the Bachelor of Education
* Ensure that all admissions decisions are accurately coded, tracked, and communicated in Student Information System, are correlated both to pending correspondence and to decisions to be distributed electronically to the Ontario Universities’ Application Centre.
* Develop and maintain strategies and appropriate documentation and standards to ensure consistency and accuracy of assessments as well as a fair, equitable and efficient practice.
* Collect, compile, and interpret appropriate application data at different phases of the admissions cycle and for subsequent analysis and reporting as needed.
* Maintain a systematic approach to applicant file management including recording when documents are received, and review admission reports to ensure that Bachelor of Education student admission conditions have been met. Follow-up with students as needed to ensure that all transcripts are submitted.
* Provide orientation, train and act as team leader to other staff assisting with assessment of applications during peak periods. Collaborate with Admissions and IT staff on solutions and efficiencies for tracking and reporting of admissions data.
* Organize and collaborate with the School of Education and external supports to ensure the accurate assessment of applications during Read Day
* Liaise with School of Education and Professional Learning, International Enrolment Advisor, other admissions staff, and departments as required.
* Represent Trent and engage in internal and external communications involving Trent University and other institutions, professional agencies, and program committees.
* Work closely with the School of Education staff and faculty throughout the admissions cycle. Liaise with School of Education and Professional Learning to maintain extensive knowledge of, and develop market research on, Consecutive Education programs, offerings, and opportunities, and collaborate on materials, provide reports, and organize events. Review and update all OUAC (TEAS) related forms and publications including the Trent Application Guide, contact information, and profile of experience information.
* Review and update OUInfo, Viewbook, School of Education websites, and other publications annually and make recommendations for change. Update admissions materials for each cycle including online forms, email correspondences, offer emails, and Applicant Handbook.
* Respond to both positive and negative admission decisions for all Bachelor of Education applicants, and internal Teacher Education stream transfers. Diffuse situations where applicant is dissatisfied with outcome, offering upgrading options or internal pathways where applicable.
* Support the Admissions Coordinator where needed, including making any changes to communication codes, offer letter templates, adding new email templates in Colleague as they related to education programs.
* Other duties as assigned.

##### Recruitment

* Responsible for organizing and facilitating all recruitment events and developing and leading presentations related to the Bachelor of Education and Teacher Education Stream, with roles promoting the Indigenous Bachelor of Education (School of Education events, telephone and email campaigns, a number of internal and external graduate recruitment fairs, presentations and events etc.) some of which involve travel.
* Implements the University’s recruitment strategies by representing those qualities about Trent that will ensure the interests of both potential students and the University are met.
* Ensures that recruitment strategies for education are followed through, assessed regularly, adapted when necessary and when needed that new initiatives are introduced. Is also responsible for maintaining and archiving all files used for the purposes of completing and measuring education recruitment activities.
* Reports on trends in areas of teacher education; develop and maintains a networks of contacts and resources in the colleges and universities to recommend policy changes to those responsible for policy development and the setting of education recruitment priorities for the University.
* Responsible for a wide range of knowledge of college partnerships related to the Teacher Education Stream, and specifically articulation agreements and provincial initiatives through transfer pathways. Offers guidance to students currently enrolled in these college programs through college class visits/presentations, table visits and email/phone correspondences.
* Must be physically able to lift and carry up to 50lbs.

#### Education Required:

* General University Degree (3 year). Bachelor of Education or Master’s Degree preferred.

#### Experience/Qualifications Required:

* Minimum of three (3) years of directly related experience in evaluation of post-secondary academic documentation in an admissions setting, combined with experience in public speaking and/or making presentations.
* Extensive knowledge and experience with Microsoft Office required, including MS Word, Access, and Excel, including ability to construct and maintain databases, research, and interpret data, construct reports and complete mail merges of data.
* Experience with a Student Information System (Datatel/Colleague preferred) in referencing and updating applicant information.
* Significant knowledge of the teacher certification process in Ontario.
* Significant knowledge of domestic post-secondary systems.
* Demonstrated excellent organizational skills.
* Demonstrated superior skills and experience in the provision of excellent customer service required.
* Excellent verbal, presentation, and written communication skills.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy, and patience, often in stressful situations.
* A valid Ontario (or equivalent driver’s license).
* Travel, weekend, and evening work is required.

#### Supervision:

* No formal supervision of others is required.

**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.*

##### *o For example: understanding of undergraduate programs offered by institutions, the accreditation of their programs and equivalencies for assessment.*

##### *- Extensive knowledge of the OCT requirements*

##### *- Knowledge of the Ontario School system and curriculum*

##### *- 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.*

##### *- Ability to work both independently and co-operatively as part of a high functioning and professional team.*

##### 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 and School of Education. Areas of potential impact could be in the School of Education’s reputation. Incorrect information could result in reduced enrolment and retention.*

##### *o For example: Errors can also impact a Teacher Candidates ability to acquire their OCT certification if errors were made within the assessment of their degree, specifically within teaching subject credits or degree equivalency*

##### *- This position requires an outgoing, sincere personality; a high level of energy; and superior skills in the provision of excellent customer and/or student services.*

##### *- Ability in a variety of settings, exercising tact, diplomacy, and patience, often in stressful situations.*

##### *- Potentially impacts the School of Education (Dean, Program Manager, Practicum Coordinator) who depends on timely, accurate assessment data to make admissions decisions. As well as accurate data following acceptances in order to develop course schedules and organize placements*

##### *o The consequences of errors could result in incorrect admissions decisions, delay and loss of applicants, delays with creating schedules and securing placements.*

##### Responsibility for the Work of Others

##### *Indirect Responsibility*

##### *Distributes work and oversees accuracy and completion of application assessment and filing by staff and students who assist during peak assessment period.*

##### *Guides other staff in regard to responding to inquiries, admission timelines.*

##### *For example: trains Education Advisors and Admissions Officers, and is responsible for overseeing their assessments of a portion of the Primary Junior assessments; monitors completion of B.Ed. assessments and provides feedback on assessments to Admissions Officers and Enrolment Advisors*

##### *Organizes and guides external members during the assessment process.*

##### *Distributes work to internal staff and external partners during the School of Education assessments days, monitors completion and assesses for errors*

##### *For example: Responsible for organizing, monitoring, and supervising Read Day; compiles data for entry into the Colleague system*

##### Communication

*Internal:*

*- Communicate with Registrar’s staff, School of Education;*

*- Communicate with Enrolment Advisors and Admissions Officers on admissions processes for B.Ed. and TES applicants.*

*- Ongoing contact with Academic Deans and/or Faculty of School of Education representatives to discuss program needs to plan, resolve issues with current program offerings, requires the ability to use judgement in discussing problems, present information, make recommendations.*

*External:*

*- Applicants to Trent – follow-up to ensure we have all documents required to make an admission decision; follow-up when admission conditions have not been met.*

*- High school guidance counselors and principals; College advisors; University staff; high school students and parents/guardians;*

*- Job responsibilities require communication with diverse contacts, inside and outside the organization.*

*- Facilitate presentations of up to 200 people, make recommendations, summarize information, present information required to meet an audiences needs*

##### Motor/ Sensory Skills

*- Coordination and balance.*

*- Vision suitable to long distance driving.*

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

*o Generation and review of assessment reports for the Dean, IT, and for the generation of admissions letters. Speed is required to meet tight deadlines, and accuracy is mandatory in order to avoid errors.*

*- Must hold a valid Ontario (or equivalent) Driver’s License – Class ‘G’ minimum with at least three years driving experience and a good driving record.*

##### Effort

##### *- Travel and recruitment – lifting boxes, standing, sitting, moving promotional materials, setting up, presentations, tearing down, loading vehicle.*

##### *- Driving, waiting time in between presentations, rushed schedules.*

##### *- Concentration/Mental demands – venues are often loud and busy.*

##### *- Self-presentation must be implacable at all times.*

##### *- Sustain concentration during assessment in order to avoid errors*

##### *- Requires sitting at a desk for prolonged periods of time.*

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

##### *- Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information contained in spreadsheets and databases. The level of effort is increased with frequent interruptions and distractions over which the job has little control.*

##### *- Proactively predict possible problem situations and create solutions/plans to implement if required*

##### *- Related to problems associated with Read day, link errors, log in concerns, troubleshooting*

##### Working Conditions

*Psychological:*

*- Stressful environment with multiple unmoveable deadlines and high volume of work.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.*

*Physical:*

*- Required to support recruitment activities. Work is at times physically demanding, sometimes involving long hours, evening and weekend recruiting events and activities and travel.*

*- Fatigue – frequent interruptions, continuous re-prioritization of work*