**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Admissions Officer

**Job Number:** A-196

**NOC:** 1221

**Band:** 7

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:** October 30, 2018

**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. As the key assessor and evaluator of undergraduate applications to various programs, the incumbent communicates admissions related information to both internal and external audiences.

**Key Activities**

1. In collaboration with the Manager, Admissions, leads the admissions process for 105 applicants and supports the admission process for 101 applicants, including the evaluation of applicant credentials and files, admissions decisions, and exploring options with unsuccessful applicants (e.g. upgrading, interview process, etc.).
2. Shares in responsibilities for processing a high volume of application documentation, and correspondence through all stages of the admissions process, for all new, transfer, readmit and international applicants to Trent University.
3. 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.
4. Evaluates and ensures the timely processing of all categories of undergraduate applications, including but not limited to secondary school, college and university transfer, mature students and out of province. Is responsible for entering admissions decisions into the student information system and for updating individual applicant status on same.
5. Monitors and ensures that related correspondences to applicants are completed before mailing. Actively reviews applicant correspondence and makes suggestions for changes and revisions, based on changes in admissions cycle.
6. Reviews admissions procedures for potential efficiencies and makes recommendations to Manager, Admissions.
7. Assesses need for supplementary application and/or admission interview in special cases; arranges student appointment; conducts interview, determines admissibility, develops alternate plan of action, where necessary.
8. Initiates the transfer credit process by determining eligibility, completing the preliminary transfer credit evaluation, predicting and finalizing articulation agreements, posting transfer credits to the students’ electronic record and ensuring accuracy throughout the process.
9. Responsible for 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.
10. Reviews OUAC publications as well as other external publications that are updated annually and makes recommendations for change.
11. Participates 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.
12. Provides increased support to transfer students from application to registration stages, including the application processes and policies, and appropriate referrals to academic advisors to ensure a smooth transition.
13. Ensures that problem files or applications of a complex nature are brought forward to the Manager, Admissions or Admissions Co-ordinator in the Managers absence.
14. Must consistently demonstrate high levels of excellent customer service when receiving applications for all prospective and re-admit students. Shares role as a primary contact for all re-admit inquiries and admissions to the University.
15. Assists in assessing and verifying Ontario high school applicant data for early offers of admissions; assists with modifying and verifying data on Colleague such as scholarships and bursary values, communication codes and OUAC UP codes to prepare for distribution.
16. Liaises with various departments regarding processing of incoming Letter of Permission and students participating in Year Abroad, Field Courses, and Exchange. Coordinates admission procedure when new Field Courses are implemented.
17. Other duties as assigned.

**Analytical Reasoning**

*Indicate degree of complexity or difficulty of thinking and reasoning required by the job. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

**Decision Making**

*Indicate the degree of freedom to exercise initiative or act independently in making day- to-day decisions. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

**Impact**

*Indicate the impact or consequence to the department or University of typical actions or decisions taken by the job incumbent. Provide a relevant work example that is typical of roles and responsibilities of the job (i.e. not an occasional duty).*

**Education**

General University Degree (3 year) required.

**Experience Required**

* Three years of related experience in evaluation of post-secondary academic documentation, preferably in an admissions setting.
* Experience with a computerized student information system (preferably Datatel Colleague).
* Proficiency in application of Microsoft Office Suite (Word, Access, Excel).
* Must have excellent and thorough knowledge and understanding of all Trent general and program-specific admission policies and timelines.
* Must be familiar with the Ontario secondary and post-secondary school systems; knowledge of out of province and international systems an asset.
* Excellent and professional customer service and communication skills.
* Attention to detail and ability to coordinate and track large volumes of data required.
* Experience working in a fast-paced environment involving time-sensitive projects and where the use and security of confidential and sometimes sensitive information is required.
* Ability to adapt quickly in speaking with various audiences regarding a variety of situations.
* Excellent analytical and problem solving skills.

**Responsibility for the Work of Others**

*Indicate whether the incumbent is directly or indirectly responsible for the work of others. Provide the title of the position(s) as well as an example of how the incumbent is responsible for the work of others on a daily basis. Specifically, indicate whether the position has responsibility for hiring and supervision of student workers.*

Direct Responsibility

N/A

Indirect Responsibility

N/A

**Communication**

*Indicate the title(s) of individuals internal and external to the University that the incumbent communicates with on a regular basis. Provide a brief description of the purpose for communicating with these individuals.*

Internal

External

**Motor/ Sensory Skills**

*Indicate the level of proficiency or precision in motor or sensory skills required by the job. Examples include but are not limited to: small/large movement to operate machinery; coordinated movement; equilibrium to maintain balance; dexterity to grasp, move, assemble objects or operate equipment; hearing, sight, touch, smell, taste. Provide a brief description of tasks performed that require motor/sensory skills.*

**Effort**

*Indicate the physical and/or mental demands of the position in the ordinary course of performing the role. Examples include but are not limited to: lifting, moving, carrying, pushing/pulling, reaching, kneeling, remaining motionless, sustained concentration or focus. Provide a brief description of the tasks performed that are physically and/or mentally demanding.*

Mental

Physical

**Working Conditions**

*Indicate any physical and psychological conditions of the position that make the job unpleasant, disagreeable and/or hazardous to health and well-being. Describe the nature, frequency and duration of exposure.*

Physical

Additional travel and time out of the office for admissions support at recruitment events

Psychological

**Job Description Approved by Human Resources** (as per Article 17.1):

Name (print):

Signature: Date:

**Signatures** - *indicating that the job description has been read and understood:*

**Incumbent**

Name (print):

Signature: Date:

**Immediate Supervisor:**

Name (print):

Signature: Date:

**Department Head/ Dean:**

Name (print):

Signature: Date: