**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:** July 7, 2015

**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, 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, 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.
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.

**Education**

General University Degree (3 year) required.

**Experience Required**

* Two years of directly-related experience in evaluation of post-secondary academic documentation 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.