**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** International Admissions Advisor

**Job Number:**  A-199

**NOC:** 1221

**Band:** 7

**Department:** Trent International

**Supervisor Title:** AVP International and Director: Recruitment & Admissions

**Last Reviewed:** October 30, 2018

**Job Purpose**

Reporting to the AVP International and the Director: Recruitment & Admissions, the International Admissions Advisor works as a member of this team to ensure the enrolment management goals of the university at large are met.   The Trent International (TI) team, as a part of the larger Enrolment Services team, will implement strategic plans to advance the position of Trent University nationally and internationally as a destination for undergraduate students.  This position is key to the admissions of international students and requires technical proficiency and precision. Communication is key to the position, and will require regular liaison on issues of enrolment targets, student diversity, and student success.

The incumbent will process admissions decisions for undergraduate students; will assist in maintaining existing relationships between the university and international and national institutions; and will communicate with students regarding their admissions file.

The incumbent will provide exceptional customer service to ensure information needed to make key decisions is provided promptly.  This position is very fast paced due to the high volume of requests. As a result, the incumbent will be required to process admission files in a very timely, accurate, consistent and equitable manner. The incumbent plays a key role by ensuring priorities are set and contributes to TI meeting its goal of increasing Trent’s international student population, while upholding Trent’s high standard of admission.

Trent International is a team based multi-campus environment and this role will be a key contributor to the overall enrolment objects of the university. This role will require the facilitation of positive interpersonal interactions and collaboration between many units on an ongoing basis (e.g. Registrars Office, Student Awards, and Student Services) at the Peterborough Campus, the Durham Campus, the China office, agents and other external partners.  This position has a university-wide mandate that may require travel to both campuses and is based at the Peterborough Campus.

**Key Activities**

1. Evaluate and assess international applications for admissibility to Trent University for undergraduate degree studies;
2. Evaluates and assesses, within internally and externally determined deadlines and in a dynamic environment, a high volume of applications in a fair and consistent manner, adhering to established policies as set out by Senate, the admissions office, and Trent’s admissions committees;
3. Provide exceptional service to applicants via email and phone to ensure information needed to make key decisions is provided promptly and with a personal touch;
4. Maintain a system to ensure the accuracy and authenticity of all international documents submitted;
5. Liaise with Trent domestic admission and recruitment teams and Ontario an Canada-wide agencies (OUAC) to ensure competitive and integrated admissions practices and publications;
6. Working with Trent International, Registrar’s Office and Strategic Enrolment Management, process international admissions policies for Trent-ESL;
7. Diffuse situations where applicant is dissatisfied with outcome;
8. Evaluate applications for credit transfer;
9. Implementing Articulation Agreement standards for transfer credit evaluation from foreign institutions and coordinating with Deans and Department Chairs to ensure a systematic, rigorous and ethical process for determining transfer of credit from foreign institutions;
10. Researches, evaluates and applies pertinent criteria of national, international and trans-national educational programs and systems to ensure admission requirements or equivalencies are met;
11. Assess international applicants for eligibility for entrance scholarships;
12. Works with AVP and Director to compile, review and distribute TI awards and scholarships;
13. Provide resources and communicate with Trent faculty, staff, alumni and student ambassadors who are involved in international recruiting;
14. Working with the AVP International, prepare reports on international student recruitment for strategic planning purposes;
15. Participate in recruitment, conversion and transition activities, including TI Orientation, New Student Orientation, recruitment trips and Open House actives;
16. Other recruitment and retention initiatives at the direction of AVP International.

**Education**

General University Degree required; Honours University Degree (4 year) preferred.

**Experience Required**

* Three years of direct experience with and professional training in the evaluation of foreign educational materials in a post-secondary setting required;
* Significant knowledge of the broad range and complexity of international and domestic secondary and post-secondary education systems is required, including knowledge of academic offerings, differential structures of undergraduate education;
* Extensive knowledge and proficiency with Microsoft Office required including MS word, Access and Excel, ability to construct and maintain databases, construct reports and complete mail merges of data;
* Experience with a Student Information system (Datatel/Colleague preferred) in referencing and updating applicant information;
* Comfort communicating with a broad range of international people from many different cultural backgrounds;
* Ability to speak and write fluently in another language an asset. Arabic, Mandarin, Spanish and Vietnamese languages are preferred;
* Knowledge of the broad offerings of the Trent curriculum;
* Demonstrated excellent organizational skills;
* Superior skills in the provision of excellent customer and/or student services required;
* Excellent verbal and written communication skills required, including experience speaking to small and large groups, demonstrated knowledge of academic protocols, and experience communicating with people all level of the university;
* Ability to work cooperatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations;
* Commitment to professional development and training;
* Must be available to work some evenings and weekends as required;
* Available and willing to travel locally, nationally and internationally and ability to be away from home for extended periods of time;
* Must be willing to travel on university business, both within Ontario and internationally;
* Valid ‘G’ driver’s licence.