**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** International Admissions Advisor

**Job Number:**  A-199

**NOC:** 1221

**Band:** 8

**Department:** Trent International

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

**Last Reviewed:** February 25, 2020

**Job Purpose**

Reporting to the AVP, International and the Director: Recruitment & Admissions, the International Admissions Advisor works as a member of these teams 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 this position, and will require regular liaison on issues of enrolment targets, student diversity, and student success.

The incumbent will oversee international admissions processes and policies, admissions communications, transfer credits, and participate in recruitment initiated activities.

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) including the Peterborough Campus, the Durham Campus, regional representative offices, 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**

**ADMISSION PROCESSES AND POLICIES**

1. Oversee international admission policies and requirements for undergraduate degree, Trent-ESL: English for University Program and Post-graduate certificates to support the goal of meeting enrolment targets;
2. Responsible for overseeing the workflow of international admission assessment process. Create structures and coordinate international admission services to ensure timely admission decisions;
3. Evaluate changes in international curriculum and with consultation adjust Trent’s admissions requirements accordingly to ensure that Trent continues to attract and admit qualified applicants;
4. Following policies, evaluate and assess international applications for admissibility;
5. Assess, on a case-by-case bases, complex applications that fall outside of regular policies, forwarding difficult cases to the Director, Recruitment & Admissions and AVP, International;
6. Evaluate and assess, within internally and externally determined deadlines and in a dynamic environment, a high volume of applications, adhering to established policies as set out by Senate, the admissions office, and Trent’s admissions committees;
7. 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;
8. Maintain a system to ensure the accuracy and authenticity of all international documents submitted;
9. Investigate and apply best practices to ensure that Trent’s international admissions policy is up to date, progressive and reflects the current state of education world wide;
10. Liaise with Trent domestic admission and recruitment teams to ensure competitive and integrated admissions practices;
11. Recommend changes to the international application forms (contract & 105) and work with IT to ensure that changes are incorporated into the Datatel Colleague system.
12. Execute the process for international admissions deferrals and condition checking. Track and liaise with Records & Registration regarding registration to ensure the necessary changes are made to students’ admission records in a timely manner and data on newly registered students is accurate.
13. Respond to admission decisions that are positive and negative. Diffuse situations where applicant is dissatisfied with outcome;
14. Researches, evaluates and applies pertinent criteria of national, international and trans-national educational programs and systems to ensure admission requirements or equivalencies are met;
15. Work with the Admissions Coordinator to set up the admission process for all 101 International applicants, including setting up and running the database system for the evaluation of applications, making admission decision and updating of admit statuses within the student information system;

**ADMISSIONS COMMUNICATIONS**

1. Working with Information Technology and the Admissions Coordinator, use the university communications management system to maintain existing international communication codes;
2. Evaluate and assign new communication codes;
3. Responsible for updating the content of international admissions letters and admission correspondence within the student information system. Produce admissions letters for all international students, including undergraduate, ESL, Post-graduate certificate, visiting and special students and short term groups;
4. Disseminate large, diverse and time-sensitive volumes of official admissions decisions, applicant communications and admission letters through the student information system throughout five admissions cycles;
5. Design and update international admission forms on MyTrent. Download documentation that initiates admissions assessment;
6. Liaise with IT to develop and/or revise systems and resolve system errors;
7. Review and provide direction for the admissions section of MyTrent portal for international students;
8. Working with the Marketing and Communication Coordinator, update admission content of international student recruitment materials, e-communication and TI website.

**TRANSFER CREDIT ASSESSMENT**

1. Evaluate applications for credit transfer;
2. Oversee the flow of information with academic departments to facilitate the assessment of course-to-course equivalencies. Liaises with faculty to ensure decisions concerning transfer credit eligibility are communicated in a timely fashion to both applicants and current students;
3. Communicate with eligible applicants and current students to request course syllabi (from previously attended institutions) for evaluation. Guide the student through the process and communicates outcomes;
4. Responsible for collecting and recording transfer credit decisions in the official transfer credit equivalency database housed within Datatel Colleague;
5. Requires a wide range of knowledge of Trent’s International articulation agreements, as well as transfer pathway initiatives;
6. Handle external and internal inquiries and guides staff on responses concerning the transfer credit process, procedures, deadlines and related requests for information;
7. Apply articulation agreement standards for transfer credits from foreign institutions. Coordinating with Department Chairs to ensure a systematic process for determining transfer of credit from foreign institutions.

**OTHER**

1. Assess international applicants for eligibility for entrance scholarships;
2. Provide resources and communicate with Trent faculty, staff, alumni and student ambassadors who are involved in international recruiting;
3. Working with the AVP, International, prepare reports on international student recruitment and admissions for planning purposes;
4. Participate in recruitment, conversion and transition activities, including TI Orientation, recruitment trips and Open House;
5. Train and supervise student assistants;
6. Other recruitment and retention initiatives at the direction of AVP International.

**Education**

Honours University Degree (4 year). Education in a field with a strong research and analytical foundation 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;
* Experience working with an admissions communication management system preferred;
* Demonstrated experience interpreting and coordinating large sets of data with accuracy and efficiency;
* Demonstrated experience and success in the implementation of technical procedures and processes in a computerized setting;
* 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;
* 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.