**Department of Human Resources**

**OPSEU Job Description**

**Job Title: Graduate Admissions Officer**

**Job Number: A-370**

**NOC: 1221**

**Band: 7**

**Department: School of Graduate Studies**

**Supervisor Title: Manager, Office of the Dean of Graduate Studies**

**Last Reviewed: October 30, 2018**

**Job Purpose**

Under the general direction of the Manager, Office of the Dean of Graduate studies, the Graduate Admissions Officer will coordinate activities related to the admission of graduate students. Working in collaboration with the School of Graduate Studies office team, the incumbent will be responsible for the admissions process, admission letters, grading assessments, and recruitment activities.

**Key Activities**

1. In collaboration with the Manager, Office of the Dean of Graduate Studies, leads the admissions process for applicants to course based professional programs, and supports the admission process for applicants to thesis based research programs.
2. Oversees the process for creating applicant files and adding required documentation when submitted to the School of Graduate Studies.
3. Responsible for overseeing the annual updating of admission letter templates and producing admission letters for approved applicants.
4. Writes acknowledgment letters to applicants who have accepted admission offers and follows up with applicants who have admission conditions. Responsible for coordinating the collection of outstanding documents.
5. Works closely with the Graduate Records and Registration Officer and the School of Graduate Studies team to review admissions and records processes and create efficiencies where possible.
6. Responsible for the evaluation and assessment of international transcripts including verification of authenticity, accreditation of issuing institution, and calculating grade conversions.
7. Attends annual International Credential Assessment workshops and conferences.
8. Coordinates access for School of Graduate Studies for online resources for credential evaluation (OURA, WES, TOEFL, IELTS).
9. Assists with domestic grading assessments as required.
10. Works closely with graduate Program Directors and Academic Administrative Assistants in relation to graduate admissions requirements and processes.
11. Assists with the management of School of Graduate Studies email and responding to applicant and student inquiries.
12. Coordinates with Trent International in relation to international recruitment initiatives and graduate applicants who require the successful completion of ESL before they are able to begin graduate studies.
13. Works in collaboration with the Administrative and Recruitment Assistant(s) to coordinate recruitment related activities including updating the Graduate Studies website, updating promotional materials such as the Graduate Studies Handbook, Viewbook and web pointers, and representing Trent University at graduate recruitment events.
14. Acts as a liaison with internal departments such as Marketing, Recruitment, Admissions, International, and IT on matters directly related to this position.
15. Provides general assistance to the Graduate Studies Office team at peak times (including processing application documents, reception, responding to general inquiries).
16. Participates in the annual review and updating of OUAC graduate application processes and the Graduate Academic Calendar
17. Assists with the planning of School of Graduate Studies events, info sessions, and orientation sessions
18. Develops and maintains standard operating procedures and documentation for areas related to graduate admissions. Assists with the training of new staff and students on admissions processes.
19. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

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

**Experience Required**

* 2-3 years of related experience in an academic environment
* Experience in the evaluation of assessing international credentials would be preferred
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel, ability to construct reports and merge data.
* Advanced experience using a Student Information System (Datatel/Colleague preferred) in referencing and updating applicant information.
* Demonstrated exceptional interpersonal and customer service skills, with the ability to interact effectively with both domestic and international students from a broad range of cultural backgrounds, faculty, staff and external contacts.
* Excellent verbal and written communication skills required
* Ability to maintain confidentiality.
* Accuracy and attention to detail.
* Excellent organizational and ability to prioritize workload in a fast-paced environment.
* Ability to work co-operatively and effectively in a variety of settings, exercising tact, diplomacy and patience, while managing multiple demands and tight deadlines
* A valid Ontario (or equivalent) driver’s license and the ability to travel on university business, including evenings and weekends as required.