**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Recruitment & Admissions Coordinator

**Job Number:** A-400

**NOC:** 1221

**Band:** 7

**Department:** Housing Services

**Supervisor Title:** Assistant Director, Residence Operations & Services

**Last Reviewed:** May 6, 2020

**Job Purpose**

The Recruitment & Admissions Coordinator is responsible for the residence recruitment and admissions for over 2,000 undergraduate and graduate bed spaces in Peterborough and Durham. The incumbent is one of the primary staff responsible for the maintenance, and effective utilization for all aspects of the StarRez housing management system. The incumbent analyzes admissions data and generating reports to inform department decision making. The coordinator is responsible for all department recruitment initiatives including development and implementation of digital and print-suitable materials and communications for the department. The incumbent plays a key role on the Housing Services team, and oversees the work of the student staff in their area.

**Key Activities**

**Admissions & Specialized Housing 25%**

1. Under the general direction of the Assistant Director, develop, implement, and evaluate application processes for undergraduate and graduate residences in Peterborough and Durham
2. Coordinate all admissions processes for residence and communicate/resolve problems in accordance with established procedures. Interpret and apply policies and make decisions on admission with attention to the student experience and residence agreement.
3. Develop timelines and project plans for each application and admissions process for approval by the Assistant Director
4. Manage student application records in StarRez
5. Explain the admissions process to stakeholders, specifically students, parents, faculty and staff. Provide training to housing staff related to the admissions process.
6. Exchange information with other campus partners whose work impacts admissions
7. Identify changing factors and communicate trends upwards to the Assistant Director
8. Develop and maintain relationships with other Ontario institutions to assist with admission projections and to implement best-practices
9. Assist students, parents, and staff with concerns and policy interpretations; respond verbally and/or in writing to inquiries or concerns and resolve situations of non-routine nature
10. Responsible for providing edits and up to date information on residence for other department’s materials and information request (e.g. the Registrar’s Office, Recruitment, Orientation, etc.)
11. Compose content, edit, and maintain information and messaging for the department website. This includes working with Trent University Marketing & Communications as well as external vendors to accomplish the visual and messaging goals of the department. Provides writing and editing support for department staff on developing individual webpages.
12. Maintains and updates regularly the procedures library related to all admission functions and makes recommendations to the Assistant Director, Residence Operations & Services on suggested revisions or changes

**Housing Management System 20%**

1. Serve as one of the coordinators for the StarRez housing management system
2. Works with StarRez housing information system to maintain modules
3. Assists with software updates and upgrades, ensuring coordination with campus partners and software provider
4. As assigned by and under the direction of the Assistant Director, assists with the implementation of new modules, including adding data and information into the system, conducting system tests, and deploying the software once testing has completed
5. Receives requests from department users for modifications, tracks requests, and processes requests with service provider
6. Troubleshoot issues expressed by users and administrators, communicating with and StarRez and IT as necessary while keeping the Assistant Director informed
7. Assists the Assistant Director with modifications and processes requests with service provider as required
8. As assigned by and under the direction of the Assistant Director, implement security settings and assign user access for department users and internal partner users, in accordance with established procedures
9. As assigned by and under the direction of the Assistant Director, coordinates annual administrative updates to the system including but not limited to updates to the application and admissions, billing and fee, facilities and student conduct information and the student portal
10. Assists the Financial Officer in updating fee and billing tables within StarRez to ensure smooth transfer of information to Colleague
11. Perform detailed documentation of processes and provide opportunities to automate tasks where applicable
12. As assigned by and under the direction of the Assistant Director, write and implement basic SQL scripts in StarRez for use by data subscription module to assist in automating tasks
13. Document and maintain training manuals on the housing management system processes and recommend to Assistant Director where opportunities are to automate
14. Under the direction of the Assistant Director, Develops reports as needed within the Housing System (StarRez) following established reporting guidelines
15. Run periodic audits of the system and address issues that arise

**Recruitment & Special Events 20%**

1. Coordinates the annual recruitment plan with the purpose of maximizing prospective residence students, maintaining full occupancy in the residences, and clearly communicating to residents.
2. Composes all departmental print, digital, and electronic communications and content for prospective and current students, including providing edits and up to date information on residence for other department’s materials (e.g., Registrar’s Office, Recruitment, Orientation). Works closely with Marketing and Communications and other team members to develop messaging and templates.
3. Directs the work of external vendors in the development of publications (e.g., For housing which includes: Residence Guidebook, Residence Standards, LLC recruitment documents, annual reports, playbook, training infographics, residence recruitment materials, etc.) and ensures that materials meet stated goals, and University guidelines and standards.
4. Coordinate the department social media channels to engage a variety of audiences and publish messaging to channels. Maintains and develops creative content for social media. Regularly monitor and respond to social media activity. Research best practices, trends, new strategies and takes initiative to implement strategies to engage various audiences.
5. Coordinate all recruitment events for the department, ensuring the department is well represented. This includes, but is not limited to coordinating all materials, supplies, tours, and staffing/volunteers for recruitment webinars, Open Houses, Tours Plus events, and Ontario University Fair teams.
6. Present to a wide variety of audiences. Provide training for recruitment staff on housing program, deadlines, application processes, and benefits of living in residence.
7. Coordinate all functions of the residence admissions desk at Blackburn Hall for students, parents, faculty, staff and all other persons with housing inquires.

**Reporting 15%**

1. As assigned by the Assistant Director, collect data pertaining to admissions, occupancy and institutional enrollment goals, providing accurate data to the Assistant Director for use in forecasting
2. Collect and analyze data and develop reports on assessment findings
3. Oversee, analyze data and develop reports on the annual housing survey (Skyfactor/EBI) for distribution within and outside the Student Housing & Residence Life department
4. As assigned by the Assistant Director, distinguish reporting needs between various groups and functional users to prioritize and deliver needs accordingly
5. Exchange information with other campus partners who’s work impacts the reporting needs of the department
6. Identify changing factors within admissions/occupancy management and communicate trends upwards to the Assistant Director
7. Track function use of space to ensure timely and accurate audits with minimal effort that capture maximum occupancy
8. Prepare and distribute daily and weekly statistical reports for use in operational decision-making, budgeting, recruiting, programming, etc.

**Admissions & Occupancy Team 10%**

1. Supervises 2-4 student Residence Operations Assistants
2. work to ensure that all employees are consistent with policies and procedures in the office

**Other 10%**

1. the residence agreement and policies when necessary
2. Participate in planning and execution of move in/move out processes, working collaboratively with housing services staff
3. Be knowledgeable of emergency response procedures and implement as required
4. Provide assistance to the Housing Services main office when needed
5. Participate in departmental meetings and committees as required
6. Assists he Assistant Director in supporting and responding to Off Campus Housing Inquiries and the distribution of information related to Off Campus Housing
7. Other duties as required
8. Serves as the primary backup for the Occupancy Management Coordinator in their absence

**Education**

Bachelor’s degree (4 year).

**Experience Required**

1. Two years of experience related to residence or university recruitment/admissions activities is required.
2. Minimum of 3 years’ experience related to the planning and execution of recruitment related activities in a Post-Secondary environment.
3. Knowledge and experience with writing techniques to communicate effectively to a variety of audiences. Excellent English writing skills and attention to detail. Familiarity with AODA and accessibility standards.
4. Excellent organizational and planning skills to manage multiple projects and shifting priorities within tight timelines.
5. Experience in database management in a housing setting required.
6. Experience working with StarRez housing management system is required.
7. Basic knowledge of SQL is preferred.
8. Experience with report writing and data analysis preferred.
9. Excellent interpersonal skills and written/spoken communication skills, tact, and patience.
10. High degree of enthusiasm, and customer service orientation.
11. Ability to maintain confidentiality.
12. Superior skills working with Microsoft Access, Excel, Publisher, PowerPoint, Word;.
13. Strong understanding of student and/or residence life in a university environment.
14. Understanding of Freedom of Information and Protection of Privacy Act and implementation.
15. High degree of accuracy, efficiency skills; patience with auditing and repeated review of details.
16. Good communication skills; experience in customer service and dealing with difficult customers.
17. Demonstrated ability to work independently and as part of a team.
18. Supervisory experience is an asset.
19. Ability and willingness to do public presentations.