**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Graduate Admissions Assistant

**Job Number:** A-425 | VIP: 1687

**NOC:** 1221

**Band:** 5

**Department:** School of Graduate Studies

**Supervisor Title:** Manager, School of Graduate Studies

**Last Reviewed:** September 3, 2021

**Job Purpose**

Under the general direction of the Manager, School of Graduate studies, the Graduate Admissions Assistant will support all activities related to the admission of graduate students for the University. Working in collaboration with the Graduate Admissions Officer and the School of Graduate Studies team, the incumbent will be responsible for approving admission letters, completing grading assessments, and recruitment activities. The position is responsible for efficiently managing a large percentage of international applications and requires technical proficiency and precision. The position is fast paced due to the high volume of requests. As a result, the incumbent will be required to process admission files in a timely, accurate, consistent and equitable manner.

**Key Activities**

1. Assist with responding to inquiries in the graduateadmissions@trentu.ca email as well as making appropriate updates to the student information system (Colleague) and the document workflow system (Laserfiche).
2. Assists with tracking tuition deposits and conditional offers and following up with applicants. Assists with the monitoring of open applications and communicates with graduate programs as required.
3. Assessment of international transcripts including verification of authenticity, accreditation of issuing institution, and calculating grade conversions. Ensures that work completed is accurate, and that the methods used for calculating conversions are consistent and equitable.
4. Reviews admissions letters for accuracy and approves letters to be sent. Assists with producing admission letters when required.
5. Assists with the annual updating of admission letter templates.
6. Attends annual international credential assessment workshops and conferences as requested by the Manager, School of Graduate Studies.
7. Trains School of Graduate Studies staff on domestic grading assessments and assists with completing assessments when required.
8. Assists with the oversight of School of Graduate Studies email accounts. Responds to applicant and student inquiries as required.
9. Assist Graduate Admissions Officer with coordinating program information required for annual updates to OUAC (Ontario University Application Centre).
10. Works in collaboration with the School of Graduate Studies administrative staff to coordinate recruitment related activities, updating promotional materials such as the Graduate Studies Viewbook, and representing Trent University at graduate recruitment events.
11. Provides general assistance to the Graduate Studies Office team at peak times (including reception and responding to general inquiries).
12. Assists with the maintenance of standard operating procedures and documentation for areas related to graduate admissions.
13. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

General University Degree required

**Experience Required**

* Two years of related experience in evaluation of post-secondary academic documentation, preferably in an admissions setting;
* Direct experience with and professional training in the evaluation of foreign educational materials in a post-secondary setting;
* Advanced verbal, written, and electronic communication skills and a demonstrated ability to clearly articulate information to a broad range of people from many different cultural backgrounds including applicants, students, faculty, staff, and external contacts;
* Excellent organizational and customer service skills;
* Experience using and manipulating a computerized information system, preferably within an academic environment;
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel, as well as the ability to construct reports and merge data;
* High level of accuracy and attention to detail;
* Ability to prioritize workload in a fast-paced environment;
* Ability to work independently and as a member of a team;
* 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.