#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Data & Communications Assistant

**Job Number:** A-492 | VIP: 1961

**Band:** OPSEU-6

**Department:** Trent International

**Supervisor Title:** AVP, International

**Last Reviewed:**  December 6, 2023

#### **Job Purpose:**

Under the supervision of the AVP International, and in consultation with the Manager, Global Engagement and the Manager, Student Recruitment, the Data & Communications Assistant is responsible for ensuring the accuracy and integrity of data related to international students at Trent University. This position involves verifying the authenticity of Immigration, Refugee & Citizenship Canada (IRCC) offer letters, generating data-driven reports, conducting surveys on various topics, and facilitating effective communication with international students.

#### Key Activities:

##### Verification of IRCC enrolment requests

* Thoroughly review and authenticate Immigration, Refugee & Citizenship Canada (IRCC) offer letters for international students within IRCC’s timelines.
* Work closely with relevant stakeholders to address any discrepancies or issues identified during the verification process.
* Coordinate and ensure timely and effective correspondence at all phases of the application cycle to current and future applicants to the program (including formal acknowledgment of application, communication of decisions in addition to responses to enquiries by telephone, email, or appointment).
* Meet with potential students to consult, guide, and evaluate documentation; to discuss options for obtaining admission requirements and advise unsuccessful applicants.

##### Data Management and Reporting

* Compile, analyze, and maintain accurate records of international student data.
* Generate regular data-driven reports on international student demographics, enrollment trends, and other relevant metrics.
* Collaborate with internal teams to ensure the availability of timely and accurate data for decision-making purposes.
* Compile all applicant information including admission averages.
* Ensure that all assessment activities are completed by appropriate deadlines (internal and system-wide deadlines) including communication with applicants regarding missing documentation.
* Tracking of applications and conversion & retention rates
* Produce an annual report on Trent International activities.

##### Surveys and Research

* Design and conduct surveys on various topics related to international student experiences and satisfaction.
* Analyze survey data to identify trends, patterns, and areas for improvement.
* Present findings and recommendations to inform decision-making processes.
* Develop and maintain strategies and appropriate documentation to ensure consistency and accuracy of assessments as well as fair and equitable practice.
* Collect, compile, and interpret appropriate application data at different phases of the admissions cycle and for subsequent analysis and reporting as needed.

##### Support Student Communication

* Develop and implement communication strategies to share important information about Trent University with international students.
* Respond to inquiries from students regarding data-related matters and provide support as needed.
* Review IRIS reports and ensure that lists are pulling accurate date. Liaise with Institutional Reporting for changes and new reports as needed.
* Maintain TadaBase partner and agent database. Ensure that new contacts and agreements are updated. Train new staff on using this database as required.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* Minimum of two (2) years of directly related experience in evaluation of post-secondary academic transcripts and records.
* Extensive knowledge and experience with Microsoft Office required, including MS Word, Access, and Excel, including ability to construct and maintain databases, research and interpret data, construct reports and complete mail merges of data.
* Experience with a Student Information System (Datatel/Colleague preferred) in referencing and updating applicant information.
* Knowledge of international post-secondary systems.
* Knowledge of data-management systems.
* Demonstrated excellent organizational skills.
* Demonstrated superior skills and experience in the provision of excellent customer service required.
* Excellent verbal, presentation, and written communication skills.
* Ability to work co-operatively in a variety of settings, exercising tact, diplomacy, and patience, often in stressful situations.
* Familiarity with immigration-related processes and documentation is an asset.
* A valid Ontario (or equivalent driver’s license).
* Some travel, weekend and evening work may be required.