**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Transfer Credit Coordinator

**Job Number:** SO-287

**NOC:** 1221

**Band:** 7

**Department:** Recruitment & Admissions

**Supervisor Title:** Manager, Admissions

**Last Reviewed:** November 25, 2014

**Job Purpose**

Under the general direction of the Manager, Admissions, the Transfer Credit Coordinator is responsible for co-ordinating the transfer credit course-equivalency evaluation process. In addition, the Transfer Credit Coordinator oversees the course evaluations for outgoing Letter of Permission students. The incumbent is responsible for communicating transfer credit policies and procedures and evaluation outcomes to students, faculty and staff, both internally and externally.

**Key Activities**

1. Responsible for tracking and verifying a high volume of information and communications, from internal/external students, staff and faculty, regarding evaluations at various stages of completion.
2. Oversees 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. Communicates with eligible applicants and current students to request course syllabi (from previously attended institutions) for evaluation. Guides 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 the student information system (Datatel Colleague).
5. Requires a wide range of knowledge of Trent’s articulation agreements, college partnerships and related policies and of provincial transfer pathway initiatives. Offers guidance to students currently enrolled in these college programs.
6. Maintains and enhances the database which includes: working with departments to update transfer credits; handling enquiries regarding information in the database; updating the database when necessary to incorporate new technologies, procedures and agreements with other institutions as well as to remove outdated agreements and course equivalencies.
7. Coordinates course evaluations for outgoing Letter of Permission students.
8. Documents related policies and procedures and ensures these receive official approval.
9. Develops relationships with colleagues at other institutions in order to ensure a smooth and timely exchange of information.
10. Leads the training of new staff on the transfer credit process and use of the database.
11. Handles external and internal inquiries and guides staff on responses concerning the transfer credit process, procedures, deadlines and related requests for information.
12. Other duties as assigned.

**Education**

General University degree (3 year) required.

**Experience Required**

* Minimum of two years of directly-related experience in a post-secondary setting.
* Demonstrated ability to coordinate projects involving a variety of stakeholders, shifting priorities and tight timelines.
* Experience with a Student Information System (Datatel/Colleague preferred) in referencing and updating applicant information.
* Experience with the use of databases for data entry, data sorting and manipulation.
* Attention to detail and ability to coordinate and track large volumes of information and data required.
* Excellent and professional customer service and communication skills.
* Demonstrated ability to work independently and as part of a team.
* Experience working in a fast-paced environment involving time-sensitive projects and where the use and security of confidential and sensitive information is required.
* Proficiency in application of Microsoft Office Suite (Word, Access, Excel).

**Responsibility for the Work of Others**

Indirect Responsibility

* 3 Work-study Student Assistants

**Communication**

Internal:

* Works closely with Academic Chairs in coordinating the evaluation of course syllabi for potential transfer credits.
* Answers staff questions and trains staff in relation to transfer credits and the transfer credit process.

External:

* Responds to transfer credit enquiries from applicants/ current students/parents.
* Works with staff from external institutions throughout the transfer credit process.

**Motor/ Sensory Skills**

* Dexterity - Data entry requiring both speed and accuracy
* Visual Data entry – ensure accuracy

**Effort**

Mental:

* Sustained attention - Must be accurate in all duties

Physical:

* Sitting and keyboarding

**Working Conditions**

Physical:

* Repetitive activities that are time-sensitive

Psychological:

* Tight timelines and demand for accuracy - Stress related to ensuring the efficiency and accuracy of transfer credit evaluations as impact could be loss of revenue for the institution is an applicant is dissatisfied with service.