**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Graduate Admissions Officer

**Job Number:** A-370

**NOC:** 1221

**Band:** 8

**Department:** School of Graduate Studies

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

**Last Reviewed:** September 21, 2021

**Job Purpose**

Under the general direction of the Manager, School of Graduate studies, the Graduate Admissions Officer will lead all activities related to the admission of graduate students for the University. Working in collaboration with the School of Graduate Studies team, the incumbent will be responsible for coordinating the admissions process, admission letters, grading assessments, and recruitment activities. The position is responsible for efficiently managing a large percentage of international applications and requires technical proficiency and precision. Also, 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. In collaboration with the Manager, responsible for leading the process of evaluating and assessing 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.
2. Coordinates appropriate follow up for open applications and for applicants who have outstanding admission conditions. Guides administrative staff on the collection of outstanding documents.
3. Responsible for assessing complex applications or inquiries from applicants on a case-by-case basis and will consult with the Manager when appropriate.
4. Reviews admissions letters for accuracy and approves letters to be sent.
5. Responsible for overseeing the annual updating of admission letter templates and recommending required changes.
6. Responsible for participating in annual international credential assessment workshops and conferences as well as continuous training on international education trends and changes to international educations systems, particularly for countries where the School of Graduate Studies receives a high volume of applications.
7. Responsible for the annual maintenance of digital workflows, collaborating with IT as required to implement required changes and improvements, and providing training (including the development of training materials) for graduate Program Directors and Academic Administrative Assistants.
8. Leads the development of admissions and recruitment communications and guides the administrative staff within the School of Graduate Studies to ensure accurate and consistent messaging is going out to applicants to address both regular and complex inquiries. Recommends updates to information communicated on School of Graduate Studies website as required.
9. Guides the administrative staff within the School of Graduate Studies, graduate program Academic Administrative Assistants, and graduate program Directors on admissions processes and coordinates training as processes change or new staff are hired.
10. Works closely with the Graduate Records and Registration Officer and the School of Graduate Studies team to review both admissions and records processes and create efficiencies where possible.
11. Trains School of Graduate Studies staff on domestic grading assessments and assists with completing assessments when required.
12. Assists with the oversight of School of Graduate Studies email accounts. Responds to applicant and student inquiries as required.
13. In collaboration with Trent International responsible for providing information to international recruitment representatives and ensuring the clear communication of admissions processes to support positive relationship building with international partner agencies and to ensure a seamless pathway for international graduate students.
14. Leads the annual updating of OUAC graduate application processes and assists with updating sections of the Graduate Academic Calendar as they relate to admissions.
15. Coordinates access for School of Graduate Studies for online resources for credential evaluation (OURA, WES, TOEFL, IELTS).
16. 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.
17. Acts as a liaison with internal departments such as International, Recruitment, Admissions, and IT on matters directly related to this position.
18. Provides general assistance to the Graduate Studies Office team at peak times (including reception and responding to general inquiries).
19. Develops and maintains standard operating procedures and documentation for areas related to graduate admissions.
20. Assists with the training and oversees work of student assistants.
21. Other related duties as assigned which do not account for more than 5% of the total duties.

**Education**

General University Degree (3 year).

**Experience Required**

* Three 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;
* Demonstrated experience and success in the implementation of technical procedures and processes in a computerized setting;
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel, as well as the ability to construct reports and merge data;
* Excellent research, analytical reasoning and problem solving skills;
* Ability to maintain confidentiality;
* 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.

**Job Evaluation Factors**

**Analytical Reasoning**

This job requires analytical reasoning to apply to responsibilities that are diverse, complex and multifaceted. Judgment is exercised in adapting methods to arrive at solutions. Situations are broad in scope, and lack standard practice to resolve, thus requiring the recognition, analysis and creative definition of practical solutions. Work planning includes others, and occurs within broad time frames, but may require adjusting plans and priorities to respond to changing circumstances.

Logical and critical thinking is often required to define problems, develop alternatives, propose, plan and implement solutions.

*Example:*

*The Admissions Officer will need to research and develop technical processes and determine the most effective and efficient ways to implement and support the ongoing and significant growth within the School of Graduate Studies.*

Multiple projects must be coordinated at the same time and often with strict and competing deadlines. The Admissions Officer must work independently to develop plans on how best to expand and enhance admissions processes and procedures within the applicant cycle, while also maintaining operations while juggling competing – and often changing – priorities.

**Decision Making**

The Admissions Officer is required to make decisions with limited input from others and limited supervision in order to accurately assess applicants (including a large volume of international applicants) and develop communications strategies to address a variety of complex applicant inquiries.

*Example:   
The Admissions Officer must advise upon and determine the best practices and methods for assessing a large number of international applications in a way that is efficient, accurate, and equitable to meet enrollment goals and to ensure timely responses to applicants.*

Work involves simultaneously managing multiple processes, such as assessing and completing grading evaluations for a large volume of applicants from a variety of different countries, developing communications to address common questions, reviewing letters and ensuring appropriate conditions are included, and ensuring technical processes are in place and working efficiently to process all graduate applications.

**Impact**

Impact on the organization can be significant and long term. Errors that go undetected may affect recommendations, decisions or actions, leading to a negative impact to the whole organization. Areas of potential impact could be in the organization’s reputation. Incorrect information could result in reduced enrolment and retention.

*Example*

*This position is responsible for coordinating the processing of large volumes and variety of applicant data within strict timeframes. Errors in this processing can result in the miscommunication of admissions decisions and/or admission conditions to applicants and could lead to the admitting of unqualified applicants or omission of qualified applicants.*

##### Responsibility for the Work of Others

* This position requires management of student employees.

##### Communication

Internal:

* Communicate with School of Graduate Studies team as well as graduate program Directors and Academic Administrative Assistants.
* Communication with International office, undergraduate admissions and recruitment teams, IT team.

External:

* International agents, admissions staff at Ontario universities, representatives at partner organizations such as OUAC, OURA, WES.
* Applicants to Trent – follow-up to ensure we have all documents required to make an admission decisions; follow-up when admission conditions have not been met.

##### Motor/ Sensory Skills

* Dexterity - Data entry input, and reports requiring both speed and accuracy.

##### Effort

Physical:

* Requires sitting at a desk for prolonged periods of time.
* Must be able to maintain focus on in depth research related tasks.

Psychological:

* Must be able to maintain focus on in depth research related tasks.

##### Working Conditions

Physical:

* Required to support recruitment activities. Work is at times physically demanding, sometimes involving long hours, evening and weekend recruiting events and activities and some limited travel.
* Fatigue – frequent interruptions, continuous re-prioritization of work.

Psychological:

* Stressful environment with multiple deadlines and high volume of work – this position leads the admissions process for the School of Graduate Studies and is responsible for the assessment of a large volume of complex applications to multiple programs;
* Responding to people under stress about their future;
* Many deadlines and pressure points to ensure graduate programs have the information that they need in a timely manner to make admissions decisions;
* Constant interruptions – walk-in traffic (students, faculty, public), telephone, email and instant messaging;
* Agitated students or faculty;
* Stress Resolution - picking up on emotional stress of students and co-workers to alleviate a potential situation;
* Multiple competing demands - nature of the work results in unavoidable busy periods;
* Confidentiality - working with sensitive academic/student/partnership situations.