#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Graduate Admissions Administrator

**Job Number:** A-469 | VIP: 1912

**Band:** OPSEU- 7

**Department:** Graduate Studies

**Supervisor Title:** Director, Graduate Studies

**Last Reviewed:**  May 31, 2023

#### **Job Purpose:**

Under the supervision of the Director, Graduate Studies, and with the indirect supervision of the Graduate Admissions Coordinator, the Graduate Admissions Administrator supports and takes direction from the Graduate Admissions Coordinator in duties relating to graduate student admission. Including but not limited to student recruitment, application processing, admission condition checking, transcript assessment, verification of enrolment, tuition deposit management, deferral requests and support of admission processes for graduate program faculty, staff and students. The incumbent will be required to support admission processes in a timely, accurate, consistent, and equitable manner.

#### Key Activities:

##### Applications & Deferrals

* Completes all application downloads from the OUAC and trouble shoots document errors as well as reference submission errors when required.
* Responsible for making appropriate updates to the student information system (Colleague) and the document workflow system (Laserfiche).
* Prepares application and deferral reports for the Graduate Admissions Coordinator, Director, Dean, and programs as required.
* Responsible for the monitoring of open applications and communicating with graduate programs as required.
* Follows up with applicants for outstanding documentation in relation to their applications and updates information in SIS accordingly.

##### Transcript Evaluation

* Responsible for the assessment of domestic and international transcripts to determine eligibility for admission, which includes verification of authenticity, fraudulent document mitigation, accreditation of issuing institution, calculating grade conversions. Ensures that work completed is accurate, and that the methods used for calculating conversions are consistent and equitable.
* Resolves complex transcript issues under the guidance of the Graduate Admissions Officer and Graduate Admissions Coordinator.
* Assess English language proficiency, to determine eligibility of admission, including review of ESL test results.
* In order to stay current on international credentialing policies, attends annual international credential assessment and fraudulence management workshops and conferences as requested by the Director, Graduate Studies.
* Reviews incoming official documents against admission conditions and communicates with applicants when admission conditions are met.

##### Admission Processing

* Drafts offer of admission letters when recommendation for admission requests are made by graduate programs using the appropriate Student Information System: Colleague/Laserfiche.
* Sends letters of offer to applicants once approved and makes appropriate updates to Colleague/Laserfiche.
* Writes acknowledgement letters to applicants who have accepted offers and sends requests for admissions documentation when required.
* Notifies applicants when offers of admission are rescinded and charges tuition deposits when applicable.
* Tracks tuition deposit payments and the status of conditional offers. Create reports and analyses data as needed. Communicates with academic programs and Graduate Records & Registration staff on payments received.
* Verifies proof of citizenship to ensure correct categorization of tuition fees.

##### Recruitment & Applicant Communication

* Leads the coordination of responses to inquiries made through the graduateadmissions@trentu.ca email and graduate admissions telephone and communicates program information and admissions requirements to prospective students at in-person events.
* Supports the Graduate Admissions Coordinator and contacts from Trent International as appropriate to ensure that appropriate and consistent communications are sent in response to inquiries from international students.
* Presents recruitment and admissions information in webinar/live stream events to prospective students and applicants.
* Represents Trent University and Graduate Studies at university and recruitment events.
* Under the supervision of the Graduate Admissions Coordinator, updates the admission pages on the SGS website, viewbook and other marketing materials as they relate to admissions procedures, information, and awareness.
* Monitors admissions policy development at Graduate Studies Committee, logging senate-approved changes to admission requirements and updating admissions sections of the Academic Calendar as needed.
* Communicates with international agents on applicant cases and provides awareness of Trent’s admissions policies as they relate to international students.
* Supports the Graduate Admissions Coordinator with program information edits required for annual updates to OUAC (Ontario University Application Centre) site and all external recruitment and admissions webpages.

##### Other

* Updates standard operating procedures and documentation for areas related to graduate admissions as required.
* Leads the hiring, training, and task-coordination of the admissions-related work of student staff.
* Other related duties as assigned which do not account for more than 5% of the total duties.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* Three (3) years of experience in evaluation of post-secondary academic documentation, preferably in an admissions setting.
* Significant knowledge of post-secondary educational systems is required, including knowledge of academic offerings, admissions requirements, and other related areas.
* Excellent verbal and written communication skills required including experience speaking to small and large groups as well as the ability to clearly communicate information to a broad range of people from many cultural backgrounds, applicants, students, faculty, staff, and external contacts.
* Experience using and manipulating a computerized information system, preferably within an academic environment.
* Demonstrated knowledge of and experience implementing marketing and recruitment strategies.
* Excellent interpersonal skills and ability to interact well with students, faculty, office staff, and the community.
* Ability to work co-operatively and effectively in a variety of settings, exercising tact, diplomacy, and patience, while managing multiple demands and tight deadlines.
* Excellent organizational and time management skills.
* High level of accuracy and attention to detail.
* Extensive knowledge and proficiency with Microsoft Office required including Outlook, Word, and Excel. Experience with computer network environment and the maintenance of websites required.
* A valid Ontario (or equivalent) driver’s license and the ability to travel on university business, including evenings and weekends as required. Flexibility in hours and travel within and outside of Ontario as a representative of Trent University is a definite requirement and obligation of this position.

**Job Evaluation Factors:**

##### Analytical Reasoning

* This job requires analytical reasoning to apply to responsibilities that are diverse, complex, and multifaceted. Work planning includes others, and occurs within overlapping timeframes, often requiring adjusting plans and priorities to respond to changing circumstances.
* Logical and critical thinking is required to define problems, propose alternatives to supervisors and work together to implement solutions.

##### Decision Making

* Work involves simultaneously managing multiple processes, such as assessing and completing grading evaluations for applicants from a variety of countries, reviewing letters and ensuring appropriate conditions are included, ensuring technical processes are in place, working efficiently to process all graduate applications and answering front line email and phone communication to graduate admissions.

##### 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 and financial status. Incorrect information could result in reduced enrolment and retention.

##### Responsibility for the Work of Others

* This position requires management of student employees.

##### Communication

Internal:

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

External:

* International agents and representatives at partner organizations such as WES or IELTS, authorized family members of applicants.
* Applicants – follow-up to ensure all documents required have been received; 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.
* Responding to people under stress about their future.
* With three term admission entry there are 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.
* Confidentiality - working with sensitive academic/student/partnership situations.