

## Job Description

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<b>Job Title:</b>	Admissions Coordinator
<b>Department:</b>	Office of the Registrar, Admissions
<b>Reports To:</b>	Assistant Registrar, Admissions Operations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5-7
<b>Effective Date:</b>	June 2019

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### **Primary Purpose**

This career path position holds increasing levels of responsibility for the delivery of all functional activities related to admissions processes. In this capacity the Admission Coordinator (AC) is trained to handle admissions processes and procedures. The incumbent works within a team of 10-12 people and may be assigned responsibility for various procedures related to communications with applicants seeking admission to the University. For example, the Admissions Coordinator is required to answer telephone, in person and email inquiries from applicants regarding the status of their admission file decision. The incumbent is required to track and communicate Ontario Secondary School (OSS) special case reviews that fall below normal admission requirements or do not follow normal OSS requirements.

Responsibility ranges from entry level admissions to a leadership role, leading process and procedural projects and providing the day to day leadership required to ensure all activities are maintained, while resolving more complex problems.

The AC advises and counsels applicants with respect to the implications of and reasons for positive and negative admission decisions. In doing so, he/she must be cognizant of the stresses and pressures that potential students and their guardians are experiencing and delicately handle very sensitive issues so as not to adversely affect the university's enrolment targets and overall reputation. This requires both Faculty specific and systems specific knowledge, especially when dealing with the many cases that deviate from the norm.

The incumbent is responsible for verifying authenticity, coding and updating data received from or on behalf of applicants such as English Language Test scores, transcripts or other documents that are required before admission decisions can be finalized. As files are completed, the incumbent independently assesses when some applicant files are ready for a decision. In reviewing transcripts he/she is responsible in calculating routine overall grade point averages. As needed, the incumbent is required to code admission amendments to program evaluations as well as program status changes for the applicant.

QUEST (PeopleSoft Student Information System) and DMS (OnBase Document Management System) allows staff to track the status of documents received, correspondence, and generate letters and reports. Throughout the admissions cycle, the incumbent is expected to be able to answer inquiries related to admissions decisions, offer conditions, for both OSS and specialty admissions groups (X+X, exchange, part-time, non-degree and extend learning students.-The incumbent may have frequent contact with UWaterloo Staff and Faculty Admissions Officers to discuss the status of applicant files and communicate this information precisely and accurately. The AC is expected to run standard queries and extracts to identify the various stages of completion of admissions activities and error checking. The

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incumbent is required to have a thorough knowledge of business processes and practices to make suggestions for improvements and to identify discrepancies.

Challenges faced by the AC result from: the diversity of end users and system functionality used within the Office, as well as the need to keep abreast of admission requirements, policy and procedure changes being implemented within the Registrar's Office and University and increase in volume during peak periods. Upgrades to QUEST and DMS systems often lead to changes in administrative processes and procedures.

Annually, more than 60,000 students apply for undergraduate studies at the University. The incumbent has responsibility for email, telephone and in-person support for undergraduate applicants. In addition, the incumbent is responsible for processing undergraduate applicant documents by established deadline dates.

### **Key Accountabilities**

#### **Evaluating & Communicating with Applicant**

- Acknowledge and respond to applicant inquiries regarding the status of their applications, interpretation of admission requirements and procedures
- Problem-solve with respect to one-of-a-kind scenarios & tailors communication e.g. content style and medium, to diverse audiences
- Act as a conduit between applicants and members of the Admissions Team
- Execute decisions with respect to OSS applicant files
- Assess and verify admission e-files with regard to OSS applicants; ~~pre-assess~~ acknowledge and prepare files for Part-time/Distance Education (PT/DE) applications ~~for admissibility~~
- Provide written and oral information regarding policies and procedures of the university to applicants and departmental staff and faculty as it relates to admissions
- Complete student registration, including, but not limited to: add/drop activity, block enrolment, service indicators, term activation, unit load as this pertains to the Exchange and PT/DE
- Determine and verify accuracy for coding of: English language test scores, transfer credits, transcript text, exchange applications, letters of permission, agent approvals
- Review information and provide revisions to the appropriate member of the Admissions Team e.g. Updating information on Future Students website, reviewing content for Viewbooks
- Report problems and issues to the Assistant Registrar, Admissions Operations where current practice may not be to the best advantage of applicants. Provide viable solutions/suggestions for recommended change, where possible
- Formulates optimal ways to improve service/program in the department, taking into account a longer-term and broader organization perspective
- Liaise with the staff in Registrar's Office; attend Admissions Team meetings and Recruitment Team meetings as required; keep abreast of policy and procedure changes being instituted
- Provide on-going updates to the other members in the Customer Service team
- Prepare Offer Package material (for release in paper format or electronically via email)
- Works closely with The Centre staff to train and answer questions that pertain to applicant inquiries

**Complexity of Admissions Coordinators Accountabilities is Demonstrated by the Following Examples:**

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- Many of the coding situations handled by the incumbent, such as indexing, coding offers of admission, refusals, transfer credit coding, residency status, course registration, etc. affect the accuracy of Government reporting as well as tuition assessment
- OSS disqualification: new grade information requires a review of grade averages. Errors in calculations can result in the revocation of an offer of admission, which in turn can result in damage to the institution's reputation and loss of revenue
- A student's status may change term by term from full-time enrolment, to part-time, Letter of Permission, or an Exchange program. Departments such as Student Finance, Student Awards, Co-operative Education and Career Services and Undergraduate Offices rely on this information to trigger essential processes in their respective areas
- Academic Advisement, Student Awards and Financial Aid, Student Accounts and Student Records are immediately impacted by admissions updates

### **Communication & Stakeholder Focus:**

- The incumbent will respond to inquiries from applicants, UWaterloo Staff and Faculty Undergraduate Advisors regarding the status of an applicant's file
- The incumbent will provide additional support to the Customer Service Team that is the student's first line of contact when visiting the Registrar's Office. S/he will be expected to answer inquiries and deal with applicant directly to explain policies and procedures

### **Pre-Assessment of Applicant Files:**

- PT/DE applicant files are pre-assessed for completeness and recommendations are shared with the Non-OSS Admission Officer
- Post Degree and in-coming Letter of Permission (LoP) applicant files are assessed and decisions communicated directly to the applicant
- Exchange files are pre-assessed for completeness and forwarded for review and decision to the appropriate faculty representative
- Athlete files are closely monitored, pre-assessed and passed to the AR for review and decision in a timely manner while working closely with the Athletics Director

### **Document Management System (DMS):**

- Query on student files for decisions, document checks as well as OUAC details
- Accurately match all documents received to student files, re-index unmatched documents or errors
- Index (paper and e-batches) to applicant file
- Indexing of electronic IELTS results
- Identify discrepancies and communicate these to the Admissions Systems team
- Complete quality assurance checks on all indexed documents

### **Reporting:**

- Run standard queries to gather data from the Student Information System (PeopleSoft/QUEST) & Document Management System (DMS) to identify the various stages of completion of admissions activities
- Required to have a thorough knowledge of business processes and practices to accurately identify discrepancies or anomalies

### **Recruitment and Admissions Activities:**

- Opportunity to participate in the 3-day Ontario Universities' Fair that takes place annually in Toronto
- Opportunity to participate in on-campus events such as March Open House, You@Waterloo Day, and other recruitment-related activities
- Aids in the training of Liaison travelers and student ambassadors
- Undertake research and specialized projects or coding as determined by the Manager, Admissions or Associate Registrar Admissions

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- Aids in the administration of certain office wide responsibilities including: examinations, convocation and such general and specific duties as may from time to time be determined

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### Required Qualifications

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Some post-secondary education and/or equivalent work experience</li> <li>• Previous customer service experience required</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Progressive experience with proven track record of success in admissions</li> <li>• Experience dealing with stakeholders and/or educational organizations</li> <li>• Previous administrative experience an asset</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>• Experience with Microsoft Word</li> <li>• Experience with Microsoft Excel</li> <li>• Experience with Microsoft PowerPoint</li> <li>• Experience with Microsoft Access is an asset</li> <li>• Experience using online Student Information Systems and DMS is an asset</li> </ul>

### Nature and Scope

- **Contacts:** Internally, communicates with staff and / or faculty to respond to inquiries from different stakeholders:
  - Registrar's Office Internal staff and Faculty Undergraduate Advisors Internal faculty directors and department heads
  - Internal departments at UWaterloo
  - International Office, CECA, SSO, AccessAbility, Counseling Services, Finance, Student Accounts
 Externally, makes contacts with partner or potential partner organizations to obtain action and reach agreement.
  - Applicants, students and parents
  - Ontario high school students and counselors, out-of-province students, international students, other post-secondary institutions
 Employers, and other members of the community-at-large.
- **Level of Responsibility:** The job has defined duties and responsibilities and receives direct supervision. The job may include responsibility for oversight of casual or temporary staff as well as co-op students.
- **Decision-Making Authority:** Applies explicit guidelines and procedures in making decisions; Makes straightforward decisions based on adequate information; Deals with exceptions using clearly specified rules; Makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information; Supports and acts on decisions.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** This role works in an office environment, with minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This role may involve exposure to emotionally challenging experiences and/or interactions

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with people who are upset. There may be lack of control over work pace or work process (e.g. working with a system with limited functionality to meet process needs) and constant interruptions (e.g. student issues, advisor questions, staffing coverage, etc). There may be irregular and/or high volumes and multiple and/or tight deadlines beyond one's control. Regular working hours, some evening/weekend work required.