

Job Description

Job Title:	Admissions Coordinator, Team Lead
Department:	Registrar's Office , Admissions
Reports To:	Assistant Registrar, Admissions Operations
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	March 1, 2018

Primary Purpose

The Admissions Team Lead reports and is accountable to the Assistant Registrar, Admissions Operations in the functional direction and implementation of tasks and responsibilities of the admissions coordinators team. The Team Lead coordinates activities related to ensuring academic integrity of admissions activities. The incumbent is an expert source of knowledge related to admissions policy and procedures, and ensures processes are carried out in an efficient, and client service focused manner. The Team Lead is responsible for providing primary support to Admissions Coordinators on matters relating to day to day admissions activities, advising students and specializing in decisions, policy and procedure creation and implementation related to Letter of Permission requests, Part-Time and Distance Education applications as well as students that are cross registered with Wilfrid Laurier University. The lead supports the coordination of training for all coordinators and co-op students, daily workflow, student advising and overall completion of admission activities.

The Team Lead is an operational expert and resource on admissions policy and procedures for all applicant groups (OSS, NON, Exchange, etc). The individual provides leadership in the delivery of admission activities, customer service expectations, improving procedural efficiencies, and in the support of new admission initiatives related to the larger group. In the absence of the Assistant Registrar, Admissions Operations, the Team Lead is responsible for decision making with respect to the Admissions Coordinators and student admission related inquiries. This role has direct impact on the university's success, reputation and supports the University's mission with respect to enrolment priorities.

In carrying out the responsibilities of this position, the Admissions Team Lead interacts directly with the Associate Registrar, Assistant Registrars, Coordinators as well as the Faculties and Colleges. The position may also be called upon to assist with other administrative duties within the Admissions Officer, Coordinator and Systems teams as well as other University-related events.

Key Accountabilities

Applicant Advising and Customer Service Delivery

- Acknowledge and respond to applicant inquiries regarding the status of their applications, interpretation of admission requirements and procedures including relaying difficult refusal and disqualification decisions.
- Maintains in-depth and current knowledge of: admissions requirements for all programs; admissions regulations and practices, including transfer credit regulations pertaining to a wide variety of academic institutions; must understand University policies and Faculty admissions guidelines. Provide written and oral information regarding policies and procedures of the university to applicants and departmental staff and faculty as it relates to admissions

Job Description



- Provides academic advising on course selection and program entry selection to ensure applicant is qualified to apply to admission program/plans.
- Responds to inquiries from applicants, their family and campus clients, regularly and builds individual connections with applicants. Responsible to communicate both positive and negative decisions. Presents special cases for consideration by Faculty Admissions Committees. Ensures accuracy and consistency in assessment processes.
- Execute decisions with respect to OSS/Non OSS applicant files Determines admissions conditions, scholarship levels and transfer credits as appropriate to each individual application. Develops highly specialized communications for segmented audiences and individuals
- 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
- Leads a culture of exceptional customer service and ensures delivery of all information by coordinators is clear, concise and provides development and delivery of services.
- Assess and verify admission e-files with regard to OSS applicants; pre-assess part-time and distance learner (PT/DE) applications for admissibility
- 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: transfer credits, transcript text, exchange, letters of permission
- Review information and provide revisions to the Assistant Registrar, Admissions Operations e.g. Updating information on the Find Out More website, OUAC edits
- Report problems and issues to the Assistant Registrar, Admissions Operations when 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
- Work with systems team to process deferred offer letters
- Understands and implements FIPPA and University Policy 46.

Lead and Manage to Ensure Delivery of Results

- Support and prioritize admissions activities
- Coordinate daily activities for 6-7 Admissions Coordinators
- Coordinate daily activities for Junior Admissions Assistants – Co-op Students each term (2-3)
- Works closely with Assistant Registrar, Admissions Operations on interview committees and the selection of outstanding candidates.
- Develops effective work team dynamics
- Works closely with Assistant Registrar, Admissions Operations in creating and maintaining a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, creativity, positive energy, and synergy to identify and promote further professional development and progression opportunities through a multi-level career pathway
- Ensures appropriate documentation, back up, support and cross-training to manage work capacity

Job Description



- Supports admissions team through changes to systems, admissions procedures, and admissions policy in relation to day-to-day workflow and coding responsibilities.
- Supports Assistant Registrar, Admissions Operations with the planning and delivery of training workshops, creation of manuals, and development of all user documentation for the admissions team. Responsible for ensuring that on-going training and development is thorough and timely for each staff member.
- Assists the Assistant Registrar, Admissions Operations with coordination of coverage and ensures appropriate staffing for all on campus and off campus admissions related activities, including but not limited to Fall Open House, Ontario University Fair, March Break Open House, and You at Waterloo Day.

Integrity of Application - Document Management System (DMS)

- Troubleshoot issues related to the scanning, indexing and coding of all documents to an applicant file to ensure accuracy.
- Handles quality assurance checks on indexing batches to ensure accuracy of Admissions Coordinators work and addresses issues as they arise with staff.
- Identifies systems related discrepancies and communicates these to the Business Analysts or the Assistant Registrar, Admissions Operations.
- Participates in development and changes relating to process and procedures within the admissions team.

Applicant File and Reporting

- PT/DE applicant files are pre-assessed for completeness and recommendations are shared with the Non-OSS Admission Officer
- Responsible to work with the Ontario Universities Application Centre to ensure contract applications are opened and closed within the stated deadlines.
- Post Degree and in-coming Letter of Permission (LoP) applicant files are assessed and decisions communicated directly to the applicant
- 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
- Prepares summary reports or extracts for stakeholders as requested for individual admissions groups.
- Required to have a thorough knowledge and understanding of business processes and practices to accurately identify discrepancies or anomalies in the admissions process.

Recruitment and Admissions Activities:

- Participates in the 3-day Ontario Universities' Fair that takes place annually in Toronto
- Participates in on-campus events such as March Open House, You@Waterloo Day, and other recruitment-related activities
- Undertakes research and specialized projects or coding as determined by the Assistant Registrars, Admissions or Associate Registrar Admissions
- 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>Education</p> <ul style="list-style-type: none"> • Post-secondary education or equivalent experience
<p>Experience</p> <ul style="list-style-type: none"> • Previous customer service experience required • Experience interpreting undergraduate student academic records required. • 2 year's minimum experience with overseeing the work of staff in a student service field, preferably in a post-secondary environment. • Proven work and demonstrated ability to work collaboratively, build consensus, maintain confidentiality, ensure sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution. • 2-3 years previous post- secondary admissions experience required, with increasing level of responsibility, considered an asset.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, tact, judgement, and diplomacy essential. • Excellent written and oral communication skills. Strong organizational skills coupled with the ability to handle multiple tasks and large volumes in a fast-paced environment characterized by changing priorities. • Comprehensive knowledge of undergraduate admissions policies and procedures. • Proven ability to build consensus and foster teamwork among a variety of stakeholders • Adaptable to the evolution of work caused by continuous systems development. • Demonstrated ability to manage multiple projects involving shifting deadlines and priorities. • Intermediate skill level using Microsoft Word and Excel. • Intermediate skills level using QUEST (PeopleSoft Student Information System) • Intermediate skill level using DMS (OnBase Document Management System)

Nature and Scope

- **Contacts:** Applicants, Associate Registrar, Assistant Registrars, Faculty and College Admissions Directors/Registrars/Assistants, Admissions Assistants, Admissions Coordinator, Admission Manager, Centre for Extended Learning contacts and Records Coordinators.
- **Level of Responsibility:** Demonstrated ability to manage multiple concurrent projects involving shifting deadlines and priorities with minimal supervision. Excellent aptitude for detail where accuracy is critical. Proven analytical skills, intuitive thinking, and problem solving skills. Demonstrated project initiative and leadership to support a continuous improvement culture.
- **Decision-Making Authority:** Makes decisions based on Faculty requests, policy and procedure knowledge, determines point of escalation, problem solves with Faculties and Admissions team. Makes decisions on student academic records by weighing several factors, including policy and guidelines, some of which are partially defined and entail analytical and problem solving abilities. Handles all day to day operational decisions in the absence of the Assistant Registrar, Admissions Operations.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position (attention to detail, prolonged focus on computer monitors and prolonged sitting)
- **Working Environment:** Off This role works in an office environment, with minimal psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental

Job Description



conditions. This role may involve exposure to emotionally challenging experiences and/or interactions 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, 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 may be required ice environment