

Job Description

Job Title:	Admissions Officer
Department:	Office of the Registrar
Reports To:	Manager, Admissions
Jobs Reporting:	None
Salary Grade:	USG 08-09
Effective Date:	March 1, 2023

Primary Purpose

The Admissions Officer is one of a team of such positions responsible for the processing of all non-Ontario secondary school, out-of-province and international applications for undergraduate studies. The Officer aids in the Ontario Secondary School applications, recruitment activities and offer processing. The Officer acts as a liaison for the Registrar's Office while providing specialized knowledge of admissions and related operations to the Faculties through the appropriate Admissions Committee. The incumbent has direct impact on the university's success, reputation, mandate and successful implementation of enrolment targets. The mission critical work done in this position has a direct effect on Waterloo's ability to meet enrolment targets, and in turn, the University and Faculties' budget. The incumbent works as a member of the Faculty Admissions Committee and with the Faculty, University Colleges' and Registrar's Office recruitment specialists. The incumbent is accountable for decisions which commit the University to a binding agreement of admission. The incumbent is required to oversee and maintain consistent and equitable assessment and decision making. The incumbent is accountable for the application of constructive, critical and independent unbiased judgment and must recognize the need for departures from established policies and procedures and the ability to deal with such appropriately. The incumbent undertakes research and provides critical recommendations for progressive improvements in policies, regulations, and procedures necessary to meet both an informed and assertive society in a competitive academic environment.

Key Accountabilities

Assess Applications & Communicate with Applicants

- The Officer determines eligibility for consideration which includes the assessment of complicated and diverse education backgrounds from education systems worldwide. 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. Determines admissions conditions, scholarship levels and transfer credits as appropriate to each individual application. Develops highly specialized communications for segmented audiences and individuals. Trains new Admissions Officers and assists with training of other Admissions and Recruitment staff.

Research & Policy Development

- Provides reports, research, historical analysis and identifies trends internal to Waterloo, system wide in Ontario, Canada and internationally. Tracks details on applicant pool during and after an admissions cycle. To inform future admissions policy changes, undertakes activities to assess validity, equity and transferability of secondary and post-secondary credentials of educational and English language credentials from systems in Ontario, other regions of Canada and other Countries. Defines project goals, activities, timelines, deadlines, deliverables and accountabilities. Anticipates

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the impact of policy driven changes and external factors. Challenges policy, identifies and provides viable solutions for consideration. Recommends appropriate course of action. The Officer presents research findings, progress reports and recommendations for policy and procedural changes to committees in the Registrar's Office and in the Faculties.

Recruitment and Admissions Activities

- The Officer represents their faculty at recruitment events responding to detailed questions about admissibility and admissions requirements applied to individual, and routinely complicated cases. Assists clients with understanding and interpretation of admissions requirements. Explores and addresses the unidentified, underlying and long-term stakeholder needs. Edits admissions content in recruitment publications. Assists with recommendations for and testing of systems changes. Contributes to the activities involved in Registrar's Office led events such as convocation and examinations.

Provides guidance, training and framework for research projects

- Provides input to the Manager Admissions for Admissions Co-ordinators and student appraisals

**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

Education

- University degree or suitable equivalent experience required, preferably from the University of Waterloo.

Experience

- Knowledge of University of Waterloo and Faculty policies and practices with respect to admissions and recruitment is essential. A strong preference will be given to candidates with comprehensive knowledge of and experience with Canadian and international education systems and curricula required to support achieving the university's ambitious domestic and international enrolment goals. Aptitude for and experience in conducting research and report writing is required. Strong analytical abilities are essential. Exceptional oral and written communication, interpersonal, organizational, and customer service abilities are essential requirements as well as the ability to manage concurrent projects and deadlines.

Knowledge/Skills/Abilities

- Demonstrated proficiency in the use of Word, Excel and Access is required.
- Knowledge and experience with computer-assisted admissions systems and record-keeping required.
- Comprehensive understanding of and experience in implementing enrolment management (marketing) principles and practices specifically related to non-OSS (non-Ontario Secondary School) undergraduate student recruitment and admissions is desirable.

Nature and Scope

- **Contacts:** Ability to work independently and as part of a team. Strong communication skills are necessary to develop and present research findings and reports at a full range of audiences. Internally, communicates with a wide range of departments and groups and at all levels to ensure the achievement of university enrolment management goals through the successful expansion and implementation of admission strategies targeted at non-OSS and transfer students. Externally,

communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university enrolment management goals.

- **Level of Responsibility:** The job has defined duties and responsibilities, but is expected to perform with minimal daily supervision. Position includes management of a university-wide function or process to sustain and enhance the success of admission strategies targeted at non-OSS students, which has a direct impact on the university's reputation, achievement of enrolment management and revenue goals.
- **Decision-Making Authority:** Makes decisions on admission applications for which they are responsible. Manages workload, including projects, market research, personal interactions and collaboration, work flow and time management, consultation, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders; and is accountable for binding decisions on behalf of the university
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses
- **Working Environment:** Works in the Registrar's Office. Attends recruitment events on campus and in Toronto. Travel within Canada and abroad may be required. Some exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with operationalizing initiatives and communicating difficult messages to applicants and those supporting their application; intermittent work outside the normal operating hours of the institution and occasional travel.