

## Job Description

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<b>Job Title:</b>	Graduate Admissions Specialist
<b>Department:</b>	Graduate Studies and Postdoctoral Affairs
<b>Reports To:</b>	Manager, Graduate Admissions
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	January 2020

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### **Primary Purpose**

The Graduate Admission Specialist is the key liaison with the Departments and Faculties for the evaluation of admission recommendations, production of offers of admission, tracking conditions of admission and decisions, management of admission records and communications with prospective students and applicants, monitoring special applications and admissions sanctioned through University agreements with international institutions or governments and collaborative or joint programs with other universities. The incumbent is responsible for preparing procedures, and training and mentoring administrative departmental staff and faculty on best business practices for application and admission requirements, programs and agreements, and on the use of complex and evolving student system.

### **Key Accountabilities**

#### **Assessment, verification and final decision on recommendation for Offer of Admission**

- Assesses the application file, verifying adherence to Senate regulations and guidelines pertaining to graduate studies, and has final signing authority on the recommendation for admission on behalf of the Associate Director, Graduate Admissions. These decisions are impactful and binding, and require extensive and comprehensive knowledge of a vast number of education systems, complex combinations of qualifications (education/work experience/test scores) for non-standard admissions, as well as the exercise of sound and unbiased judgment. Due to the variety of programs, international agreements and funding schemes, the Specialist must carefully review the unique Department details of the Offer of Admission contract letter for accuracy, to protect the student, department and University.
- Detect potentially fraudulent documentation submitted as part of the application/admission process. These potentially fraudulent documents are investigated in a confidential and professional manner, and involve contacting source institutions and referees.

#### **Management of admissions records and communications in a complex student database**

- The application and admission records management and systems are complex for applying rules for admission, interpreting appropriate changes of status and conditions for admission for final decisions, establishing accurate data, identifying, testing and resolving systems issues. Data at the application and admission stage has an impact on the University as coding affects the Graduate Records and Graduate Financial Aid areas, and externally, the Ontario Ministry of Advanced Education and Skills Development (MAESD) and Immigration, Refugees and Citizenship Canada (IRCC). Application and admission data are utilized for planning and reporting purposes by: Departments, Faculties, Graduate Studies and Postdoctoral Affairs, Enrolment Growth Working Group, Institutional Analysis and Planning and external agencies.

### **Training and Advisement**

- Provides effective direction and leadership to faculty and administrative staff on an ongoing basis throughout the year. This includes expert advice to a group or one-on-one training regarding academic regulations, application/admission procedures and use of the student system.
- Initiates, builds, and maintains documentation of current and new business practices related to the processing of applications and admissions. Updates and maintains admissions resources and procedures for departmental use.
- Attends webinars and off-campus workshops designed for admissions personnel for training with international credential evaluation and document analysis.
- Stays informed and knowledgeable about all aspects of programs, applications, admissions, student life and other issues related to counselling graduate applicants, admitted students and departments.
- Provides superior, empathetic customer service in all oral and written communications, relaying negative decisions, managing confidential issues, and providing appropriate, equitable and informed decisions.

### **Business Process and Improvements/Research & Policy Development**

- With consideration of the highly competitive interuniversity academic environment, the Specialist reviews policy, procedural and system initiatives, provides input and recommends progressive improvements to the management of admissions. The activities for admissions require meticulous attention to the application and recommendation evaluation processes, approval of admission offers and communications, ensuring that quality standards are achieved. This includes planning and implementing strategies for continuous improvement of processes in admissions. Research from credential workshops may result in changes to admission policies and procedures.

*\*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 equivalent education and experience with commitment to continuous learning.

#### **Experience**

- Knowledge and experience with applications, admissions and self-service, document retrieval and workflow in a complex student-software system.
- Previous customer service experience required in a fast-paced environment.
- Proven expertise on international education systems, degree and grade equivalencies, and document verification processes.

#### **Knowledge/Skills/Abilities**

- Proven attention to detail and ability to follow established processes.
- Ability to exercise sound and impartial judgment, sensitive to the wide array of cultural and socioeconomic backgrounds of applicants and students.

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- Embraces supportive mentorship, professional quality, respectful communication, creativity, positive energy, and synergy in their work.
- Demonstrates effective and professional communication skills such as email correspondence as well as verbal communication with students, staff and faculty.
- Ability to prepare and present technical instructions (write or create technical instructions, verbal instruction: train and teach, produce instructional videos).
- Excellent interpersonal and relationship building skills with the ability to relate to faculty and staff.
- Aptitude to support students from various cultural backgrounds with tact and diplomacy
- Exhibits ability to work within a team structure, and negotiate and manage conflict.
- High degree of organizational skill, interpersonal acumen and problem solving ability is required to provide oversight in balancing multiple priorities and deadlines.
- Capacity to work with confidential and sensitive information.
- Ability to troubleshoot and problem solve independently as well as part of a team.
- Demonstrated ability to adapt to new technologies.
- Advocate for change: Facilitates groups or teams through the problem-solving and creative-thinking processes related to implementation of new approaches, systems, structures, and methods.
- Extensive knowledge of University policies and Graduate Studies regulations and practices related to applications and admissions.
- Technical skills required include Advanced MS Word, Advanced Excel, Intermediate PowerPoint, PeopleSoft Quest, OnBase, SharePoint.

### Nature and Scope

- **Contacts:** 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; externally, communicates with a wide variety of audiences (applicants, students, staff, faculty and other institutions and universities).
- **Level of Responsibility:** High –This job has specialized work with minimal supervision and provides guidance to others. Final decision on recommendation for offers of admission; responsible for departmental, staff and faculty training; manages a university-wide function and specialized process to sustain and enhance the success of admission strategies of graduate students, which has a direct impact on the university's reputation, achievement of enrolment management and revenue goals, and ability to meet MAESD obligations. Achieving graduate enrolment goals is central to the fiscal well-being of the University, and the competition for high-caliber master's and doctoral students is severe. The incumbent has a direct impact on the university's welfare, reputation, mandate and successful implementation of graduate admissions. The work done in this position has a direct effect on UW's ability to implement strategies, meet enrolment targets, and in turn the University's budget.
- **Decision-Making Authority:** High -Continually makes decisions about the most effective methods of operationalizing initiatives for which they are responsible, including 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; delegated signing authority for Offers of Admission. The incumbent has signing authority and is accountable for decisions which commit the University to a binding decision.
- **Physical and Sensory Demands:** High -Requires intense concentration throughout the course of the workday; concentrated use of visual senses; periods of extensive sitting.
- **Working Environment:** Office environment, some travel to external workshops. Psychological Risks: The incumbent must be sensitive to the often extreme and prolonged stresses due to

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volume, deadlines and demands. This role involves interactions with people who may be upset, aggressive (e.g. students who have escalated an issue, staff or faculty upset with a decision), and irregular and/or high volumes, multiple and/or tight deadlines beyond one's control, and interruptions (e.g. phone calls, e-mails, student assistance and unplanned but urgent support request throughout the day).