
Job Title:	Graduate Admissions Coordinator - Course Based Programs
Department:	Electrical and Computer Engineering
Reports To:	Manager, Graduate Studies
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2017

Primary Purpose

The Graduate Admissions Coordinator - Course Based Programs (Coordinator) is a specialist position which coordinates graduate admissions activities for the MEng, MEng-Electric Power Engineering and exchange programs to ensure the enrolment management goals of the Electrical and Computer Engineering (ECE) department are met. S/he is a key resource person for the MEng Program Coordinator, as well as the liaison with Graduate Studies and Post-Doctoral Affairs (GSPA) and Engineering Graduate Office (EGO) to ensure that admission objectives are satisfied to meet targeted deliverables.

The Coordinator is a key component of the quality of student experience in ECE. The Coordinator must have an appreciation for the diverse backgrounds and experiences of the department's student body.

Key Accountabilities

Graduate Studies Admissions

- Administers the admissions process for all ECE course-based graduate programs and exchange programs to ensure compliance with Department, Faculty of Engineering, Graduate Studies, and University requirements and conditions of admission
- Assesses applicant files for consideration and application decision
- Evaluates applicants' qualifications and autonomously makes inadmissibility determination
- Evaluates and applies relevant criteria of national and international educational programs and systems to ensure admission requirements or equivalencies are met
- Investigates accreditation of unknown academic institutions
- Applies knowledge and understanding of policies to ensure equity in the evaluation of all applicants
- Verifies document authenticity that are required before admission decisions can be finalized
- Prepares files and background information for special case & special needs applicants for review, and liaises with the MEng Program Coordinator to resolve admission issues
- Ensures that deadlines are achieved and that work meets required standards
- Disseminates recommendations for final approval to the EGO for admission acceptance
- Liaises with GSPA regarding disputed admission recommendations
- Prepares Offer of Admission/Acceptance Letters for accepted students, obtains appropriate authorization, and ensures adherence to graduate regulations

- Monitors acceptance status, deferrals, enrollment status changes and acceptances
- Ensures admission requirements are satisfied for accepted applicants
- Communicates with applicants regarding outstanding documentation or application issues
- Investigates complex student requests, resolves complicated problems, and makes recommendations to applicants
- Communicates adverse decisions with explanation, and recommends options/alternatives to the applicant if appropriate
- Follows-up with applicants by email once admission decisions have been made to ensure students confirm acceptance.
- Maintains confidential student database (FileMaker) records for all applicants
- Prepares requests for deferral for GSPA review and follow-up on any decisions made
- Liaises with the MEng Program Coordinator/Advisor to ensure a smooth transition from applicant to active student
- Acts as backup for the Graduate Admissions Coordinator - Research Based Programs during periods of high volume and absences

Counselling

- Acts as the first point of inquiry for prospective graduate students and responds to inquiries
- Interacts with prospective students/applicants needing assistance with on-line admission
- Provides advice on the application process, eligibility requirements and regulations
- Resolves complex admission issues and problems in conjunction with the MEng Program Coordinator
- Provides appropriate recommendations and alternatives to candidates after evaluating their personal, educational and work background along with their goals and objectives
- Elaborates on adverse admission decisions which requires a thorough knowledge of policies and procedures to uphold the decision
- Manages conflict resolution which can involve diffusing typically volatile situations
- Counsels applicants on alternative options
- Communicates with international educational institutions, government departments, funding agencies, etc. concerning unique problems pertaining to admission, study permits, scholarships, etc.

Recruitment and Communications

- First point of contact for prospective students interested in ECE graduate programs
- Participates in departmental information sessions (on and off-campus) and University recruitment events including graduate education fairs and program information sessions for prospective students, and other special events as required
- Recommends future recruiting activities
- Works with the MEng Program Coordinator on graduate recruitment strategies and outreach initiatives
- Reviews and updates the Graduate Studies website regarding admissions information
- Provides input on promotional materials e.g. brochures
- Monitors and analyzes application data to ascertain effective recruitment strategies
- Other related responsibilities based on the recruitment plan developed by the MEng Program Coordinator.

<p>Data Collection/Reporting/Committee Support</p> <ul style="list-style-type: none"> • Prepares data extracts to assist in the academic decision-making process for admissions • Provides reports and other statistical data to the MEng Program Coordinator and others as requested • Participates in special research projects as required (e.g. tracking how international students are progressing and if current admission criteria support success) • Maintains inquiry and application statistics for use in departmental reports and appraisals • Provides prospect, application and admission data for planning purposes.
<p>Other</p> <ul style="list-style-type: none"> • Attends meetings of appropriate committees and/or workgroups • Participates in annual graduate student orientation/recruitment activities; • Recommends enhancements of FileMaker, graduate program website and processes • Maintains procedures and documentation pertaining to the responsibilities of the position • Facilitates new technologies and methods to enhance efficiency and streamline processes • Provides support to periodic internal and external graduate program reviews • Provides back up coverage for the other administrative staff during absences • Other duties or projects as assigned by the Manager or Administrative Officer.

Required Qualifications

<p>Education</p> <ul style="list-style-type: none"> • Bachelor’s Degree or equivalent education and experience in a related field
<p>Experience</p> <ul style="list-style-type: none"> • Three plus years related experience in an academic environment. Admissions experience is an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none"> • Comprehensive understanding of university policies and procedures as they relate to graduate studies and/or graduate admissions is strongly preferred • Intermediate to advanced skills with Microsoft Office, databases and other web based applications required – Excel, Word, Outlook, SharePoint, FileMaker, PeopleSoft, and student information systems such as Quest and OnBase • Ability to learn and adapt to specialized software and systems at the University • Unwavering commitment to client-centered service and a positive, dynamic, outgoing approach in interactions with students, clients, and colleagues • Ability to maintain confidentiality and appropriately handle confidential data and information • Ability to think and act quickly and effectively under pressure, exercising tact, diplomacy, discretion and good judgement • Ability to identify and assess problems, and to develop and implement creative ideas for solving non-routine situations independently • Effective information gathering and analytical skills

- Proven ability to manage multiple priorities with a high level of initiative, flexibility, thoroughness, accuracy, and attention to detail, with minimum supervision is essential
- Ability to set priorities and remain organized in a deadline driven, high volume environment
- Excellent written and verbal communication skills including the ability to handle a wide range of queries and problems with compassion and firmness required
- Multi-cultural competency with the ability to work with diverse applicant pool in a cross-cultural environment
- Demonstrated ability to deal with people who are irate, frustrated or upset
- Proven ability to create and maintain effective working relationships with faculty, staff, and applicants
- Knowledge of admissions criteria and/or international education systems desirable

Nature and Scope

- **Contacts:** Internally, Associate Chair- Graduate Studies, MEng Program Coordinator, MEng-Power Program Director, Engineering Graduate Office, Graduate Studies and Post-Doctoral Affairs, staff, and other University support offices. Externally, the incumbent manages communications with prospective students and applicants. Interactions require understanding, influencing and supporting others, through applying knowledge. Persuasiveness and assertiveness as well as sensitivity needed to deal with situations. The Coordinator must possess sensitivity to cultural differences and an appreciation for the diverse backgrounds and experiences of the department's student body.
- **Level of Responsibility:** The Coordinator evaluates a high volume of applications under minimal supervision. The position requires regular exercise of independent action within defined policy parameters. S/he must be aware of alternate solutions for the applicant and must be able to articulate those solutions. Errors in the admissions process could mean a qualified applicant is denied admission. Role has indirect impact on department budget through tuition revenue.
- **Decision-Making Authority:** Evaluation of international student applications, grade point averages, transcripts etc. requires complex analysis and problem solving skills. The admissions systems are complex. Must accurately apply rules and conditions of admission for final admission decisions. Adheres to established policies but determines when it is appropriate and necessary to deviate from policy. Acts independently in determining alternative solutions. Extraordinary issues are referred to the MEng Program Coordinator or Manager with recommendations for solution or action
- **Physical and Sensory Demands:** Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. There is a daily need to give close attention to information and instructions given verbally by faculty administrators and colleagues. Must possess mental fortitude and patience in cross-cultural and inter-personal relations with a large international clientele. Must be flexible and adaptable in a frequently changing and evolving environment. Thoroughness, accuracy, and attention to detail in a high-volume, multitasking environment is essential.
- **Working Environment:** Working Hours: Some overtime may be required during peak periods. This role involves minimal psychological risk resulting from exposure to some

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disagreeable situations or conversations, or the requirement to enforce policy. There are deadline pressures and work priorities may change regularly as the volume of work varies with frequent interruptions and multiple demands from multiple clients. There may be ambiguity of situations and shortcomings in data, and some situations may require escalation. This role involves a very high volume of applications. Will encounter applicants seeking advice who may be upset or emotional.