

## Job Description

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<b>Job Title:</b>	Manager, Admissions
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Assistant Registrar, Admissions
<b>Jobs Reporting:</b>	Admissions Officers
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	December 2022

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### **Primary Purpose**

The Manager, Admissions supports the Assistant Registrar, Admissions in the direction and implementation of tasks and responsibilities for the Admissions Officer team. There are two Manager of Admissions roles- each with their own distinct admissions portfolios and direct reports. The Manager supports the coordination of training, workflow, and completion of admission assessment activities. An expert communicator, the Manager is responsible for ensuring information and policies are communicated consistently across the Admission Officer team, supporting positive relationships across the department.

The Manager, Admissions is an expert resource on admissions policy, procedures, and curricula. The individual provides supervision in admission activities, assessment criteria, customer service expectations, improving procedural efficiencies, and in the support of new initiatives. 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 Manager, Admissions interacts directly with their peer Manager and as well as the Associate Registrar, Assistant Registrars, Admission Officers, Admission Coordinators, Admissions Systems, and at times, the Faculties and Colleges. The position may also be called upon to assist with other administrative duties within the Admissions Officer teams as well as other University-related events. 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.

### **Key Accountabilities**

#### **Supervises Admissions Officers for two faculty groupings or Admission Officer 'pods' (6-8 individual Admissions Officers):**

- The Manager assists in tracking individual and team progress, resource allocation and reallocation as adjustments are required for a subset of the Admissions Officer (AO) team.
- Handling operational, day-to-day management of the individuals reporting to them. This ~~will~~ allows for more hands-on support and guidance, improved communications, and effective, immediate handling of appropriate items.
- Make recommendations to the Assistant Registrar, Admissions (AR), on strategies to ensure fair distribution of workload while maintaining AO motivation and job satisfaction.
- Work closely with peer Manager to ensure supervisory practices and decisions are aligned
- Support AO pods with assessment of more complex cases and filter them through the AR, as needed, as well as other concerns that arise.

- Support training, re-training, and cross-training of new and existing staff.
- Support the pathways progression process, aiding in training for Admissions Officers at the USG 8 level to help enable the pathway to USG 9 level.
- Create and support effective communication channels across the Admissions Officer pod working groups to ensure consistency in application of evaluation framework.
- Promote dialogue, collaboration and feedback between pods, AOs and ACs (Admissions Coordinators).
- Demonstrates a commitment to equity, diversity, inclusion and anti-racism through their leadership, management, and operational practices.

### **Assess Applications & Communicate with Applicants**

- The Manager 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.
- 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.

### **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 the impact of policy driven changes and external factors. Challenges policy, identifies and provides viable solutions for consideration. Recommends appropriate courses of action. The Manager 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 Manager represents their faculty at recruitment events responding to detailed questions about admissibility and admissions requirements applied to individual, and routinely complicated cases.

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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 Assistant Registrar, Admissions and Admissions Officers on trends and framework for policy modifications.
- Coordinates training to support development of best practices for consistency, efficiency, and effectiveness. Refreshers and skills development for the whole team.
- Creating capacity for the Assistant Registrar to track and analyze data, identify trends, and make recommendations to Faculties. Lead projects and develop the team to respond to the increased complexity admissions policy work.

*\*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; previous experience as an Admissions Officer at the University of Waterloo is preferred.
- Minimum three to five years of admissions assessment experience in a post-secondary institution, including admission decision-making experience.
- 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.
- Two or more years of experience managing or leading a team, preferably in a post-secondary environment.
- Demonstrated success in supporting/leading change efforts. Proven work and demonstrated ability to work collaboratively, build consensus, maintain confidentiality, and ensure sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team.
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#### **Knowledge/Skills/Abilities**

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- Demonstrated proficiency in the use of Microsoft Word, Excel, Teams, 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. Manager, Admissions performs specialized work with minimal supervision and supervises direct reports. Will act as a resource for handling sensitive cases, in consultation with the Assistant Registrar, Admissions. 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, workflow 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. Will act as a resource in handling sensitive cases, in consultation with the Assistant Registrar.
- **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.