

Job Description

Job Title:	Graduate Admissions and Recruitment Administrator
Department:	Mechanical and Mechatronics Engineering
Reports To:	Administrative Officer
Jobs Reporting:	N/A
Salary Grade:	USG 6
Effective Date:	December 2020

Primary Purpose

The Graduate Admissions and Recruitment Administrator (Administrator) coordinates graduate admissions activities for the MEng, MASc and PhD programs and recruitment of graduate students in the Department of Mechanical and Mechatronics Engineering. The scope of the position encompasses handling program inquiries for prospective students for the MEng and MASc/PhD and Nanotechnology programs; provides assistance with recruitment events and activities; and is responsible for website design and maintenance for graduate studies. S/he is a key resource person for faculty reviewers, as well as the liaison with the University Graduate Studies and Postdoctoral Affairs Office and Engineering Graduate Office to ensure that admission objectives are satisfied to meet targeted deliverables. The applicant prospect, admissions and record management systems are complex for applying rules for admission, interpreting appropriate changes to status, and conditions of admission for final admission decisions. The Administrator identifies funding programs that can be used strategically to recruit and admit a diverse student body in a highly competitive environment.

Key Accountabilities

Graduate Studies Admissions

- Acts as first point of contact for prospective students interested in the Master's (MEng and MASc), PhD and certificate programs and the Collaborative Nanotechnology Graduate Program. Specific duties include responding to queries, answering questions related to admission and program requirements, directing prospective students to on-line application materials, providing assistance with the application process and acting as a liaison with Faculty and University Graduate Studies Offices;
- Administers the admissions process for the Master's, PhD and Nanotechnology programs, using the OnBase system to ensure compliance with Department, Faculty of Engineering and University policies and procedures;
- Works closely with the Associate Chair, Graduate Studies on admission decisions for prospective MEng and Nanotechnology students;
- Prepares and sends refusal letters to unsuccessful applicants;
- Coordinates distribution of applicant files among potential supervisors for consideration and acceptance decision of potential students;
- Tracks and updates the MME student record database for acceptance status, deferrals, enrollment status changes and acceptances;
- Ensures admission requirements (TOEFL, GPA, final transcripts, GRE, etc.) are complete for accepted applicants;
- Communicates with applicants and faculty members regarding outstanding documentation or application issues;

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- Follows-up with applicants by email once admission decisions have been made to ensure students confirm acceptance;
- Interacts with students and advisors needing direction with on-line admission services for prospective students and applicants;
- Provides advice on the application process, eligibility requirements and regulations.

Recruitment Activities

- Organizes and participates in event planning, prepares documentation and makes arrangements for on-campus and off-campus recruitment events;
- Monitors and analyzes application data and provides recommendations regarding effective recruitment strategies;
- Coordinates the preparation and dissemination of all printed materials related to graduate programs in the Department of Mechanical and Mechatronics Engineering in consultation with the Department marketing team, Associate Chair, Graduate Studies, and Department Chair;
- Works closely with Associate Chair, Graduate Studies, the Department marketing team, and the Department Chair, to assist with marketing the Masters and PhD graduate programs and certificates to industry contacts and coordinates and participates in on-site meetings;
- Explores potential opportunities for off-campus course offerings and distance education delivery;
- Participates in recruitment events;
- Provides input on promotional materials e.g. brochures;
- Organizes departmental information and program information sessions for prospective students, and special events as required;
- Maintains graduate studies section of MME web pages and develops new pages as required.

Data Collection, Reporting, Committee Support

- Analyzes and interprets student and program data to provide statistics and reports e.g. time to degree completion;
- Provides research support to the Associate Chair, Graduate Studies including data collection and analysis in support of MME strategic priorities;
- Administers Graduate Student Exit Survey and key performance indicators to develop retention strategies;
- Provides support to departmental appraisals, accreditations and planning documents, as needed.

Other

- Participates on University level Admission working groups, as required to help represent the interests of the Department;
- Recommends and facilitates the introduction of new technologies and methods to enhance efficiency and streamline procedures;
- Provides support in all administrative areas in the absence of other MME staff and performs other duties as assigned from time to time;
- Performs other duties and assists with special projects as assigned.

**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

- Bachelor's degree in related field or equivalent combination of experience and/or education.

Experience

- Minimum two years' experience in the advisement and administration of a graduate or undergraduate studies program in an academic environment. Interpersonal skills to effectively liaise with the campus community, faculty, staff and students. Proven ability to manage multiple priorities with a high level of initiative, flexibility, accuracy and detail, with minimum supervision.

Knowledge/Skills/Abilities

- An intermediate knowledge is required of MSWord, MS Outlook, Excel and a basic knowledge of PowerPoint;
- Communication (both written and verbal) skills with proven ability to articulate and interpret issues, guidelines or policies to others clearly and without error;
- Demonstrated ability to work independently and remain focused in a high volume environment.
- Thoroughness, accuracy, and attention to detail are essential;
- Demonstrated ability to handle confidential and sensitive information with discretion;
- Demonstrated problem solving skills and good judgement required to interpret inquiries;
- Ability to interact with people from a wide variety of backgrounds and cultures in a professional and diplomatic manner;
- Analytical skills to coordinate data collection and report preparation;
- Working knowledge of university systems such as OnBase, Quest, Slack and SharePoint is an asset;
- Comprehensive understanding of university policies and procedures as they relate to graduate studies an asset;
- Knowledge of admissions criteria and/or international education systems desirable.

Nature and Scope

- **Contacts:** Internally, Associate Chair Graduate Studies, Engineering Graduate Office, Graduate Studies Office, faculty members, and other University support offices. Explains complex academic regulations, program requirements and adjudication decisions. Externally, the incumbent manages communications with prospective students and applicants and must be familiar with University and department admission requirements.
- **Level of Responsibility:** Works independently with minimal supervision and only unusual or complex cases are referred to the Associate Chair. Errors in the Master's and PhD Admissions process could mean a qualified individual is denied admission or does not receive financial support.
- **Decision-Making Authority:** Evaluation of international student applications, grade point averages, transcripts etc. requires extra complex problem solving skills
- **Physical and Sensory Demands:** This role requires a substantial amount of time spent sitting at a computer with repetitive keyboard movements. The incumbent must possess sensitivity to cultural differences and an appreciation for the diverse backgrounds and experiences of the department's student body.
- **Working Environment:** Travel: Some local travel to recruitment events or for conferences. Working Hours: Some overtime may be required. This role involves minimal psychological risk resulting from ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role involves high volume of applications and including multiple and/or tight deadlines beyond one's control (e.g. multiple stakeholder demands). Constant interruptions (e.g. phone, e-mail) are an integral part of the position.