

## Job Description

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<b>Job Title:</b>	Dual Degree Admissions Specialist
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Manager, Pathways/Partnerships
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	March 1, 2019

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### **Primary Purpose**

The Dual Degree Admissions Specialist directs and coordinates the admission activities of a specialized applicant/student group (X+X portfolio) in support of the University's mission with respect to enrolment priorities. The Dual Degree Admissions Specialist 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 is accountable for decisions which commit the University to a binding agreement of admission under the signed contract between institutions.

The Dual Degree Admissions Specialist is a resource and expert on admissions policy and procedures relating to their specialized applicant/student group. They have overall responsibility and provide essential direction and vision for the delivery of recruitment activities, admission activities, customer service expectations, improved procedural efficiencies, ensuring equity in the decision making process and new admission initiatives related to their specialized applicant/student group.

The Dual Degree Admissions Specialist is solely responsible for communicating with our partner university stakeholders, and faculty representatives to relaying difficult admission decisions, following up on outstanding application documentation and ensuring the agreement terms are being followed by both parties. This role works closely with the Manager, International Agreements and the appropriate staff member in Waterloo International to ensure Waterloo admission practices and policies are captured in all agreements and/or renewals.

### **Key Accountabilities**

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

- Develops, coordinates and executes email/print and web communication plans for specialized applicant/student groups. This includes the creation and editing of communication pieces such as promotional flyers, and decision letters including offers, refusals, admission conditions, and comments.
- Responds to inquiries and requests about the specialized programs from applicants, staff, partner stakeholders, faculty and applicants.
- Determines eligibility for consideration which includes the assessment of complicated transfer files from our partner institutions
- Determines admission conditions and transfer credits as appropriate to each individual application.
- Acknowledges and responds to applicant inquiries regarding the status of their applications, interpretation of admission requirements and procedures.
- Aids in determining admission eligibility by assessing Chinese high school and post-secondary documents.

- Collaborates with the Faculties to determine admission decisions for special cases while ensuring the accuracy and consistency in the admissions process. Responsible for communicating both positive and negative decisions verbally or in writing.
- Responsible for the cycle from application to decision including all processing of application documentation. Verification of document authenticity, coding, indexing, transfer credit assessments and updating data received from or on behalf of applicants.
- Develops highly specialized communications for segmented audiences and individuals.
- Coaches and guides Admissions Assistants to code transfer credit assessments and coding of documents for X+X students in Quest.

### **Student Advising**

Maintains in-depth and current knowledge of:

- Admissions requirements admissions regulations and practices, including transfer credit regulations, must understand University policies and Faculty admissions guidelines.
- Provides academic advising on course selection and program entry election to ensure applicant is qualified to apply to admission program/plans.
- Environment, Science and Arts undergraduate curriculum and academic requirements for all programs in order to advise students accurately;
- Arts, Science and Environment admissions regulations and practices, including transfer credit regulations pertaining to all partner institutions;
- Provides guidance, support and help to prospective, and current students, both within and outside the University as it pertains to academic transfers, major etc as outlined in agreement rules
- Maintains appropriate contact and communication with those offices and entities elsewhere in the Faculties, in the University, and in the outer community that are particularly relevant to the areas of his/her own responsibilities.
- Applies a continually evolving understanding of both the breadth and boundaries of his/her authority in relation to his/her duties.

### **Transfer Credit Assessments**

- Responsible for post-offer phase activities including verifying admission conditions, revocation, communicating refusals, and file cleanup.
- Responsible for assessing the validity, equity and transferability of post-secondary credentials, including conducting the appropriate research, calculating routine overall grade point averages, and making recommendation on transfer credit assessments.
- Responsible for maintaining transfer credit database on a continuous basis.
- Accountable for ensuring the quality and accuracy of file documentation assessment, coding activities, and letter generation.

### **Process**

- Informs the Manager regularly and frequently of activities and developments within his/her jurisdiction.
- Responsible for providing dual agreement data and statistical report to Associate Registrar, Admissions for all admissions reports that are provided to the broader university community quarterly.
- Consults and provides feedback to the Manager on individual agreements, inconsistencies with assessments and transfer credit reviews.
- Responsible for providing the Assistant Registrar, Associate Registrar, Admissions, and Faculty Admissions Committees with accurate reports, research, historical analysis and trends for these specialized groups.

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- Required to provide direction for changes related to the specialized group that affects other departmental areas.
- Prepares written reports on a variety of matters within his/her jurisdiction through the use of data extracts and queries.
- Participates in regular faculty meetings to report and discuss consistent application of policies and procedures with regards to dual agreement students.
- Responsible for providing input into system developments and future enhancements that would streamline processes and create efficiencies within this specialized group portfolio.
- Responsible to provide data extracts and reports for this specialized portfolio for both the faculty stakeholders and the Associate Registrar, Admissions.

### **Training & Support**

- Assists with the planning and delivery of training workshops, creating and updating specific dual agreement manuals, and training and development of all user documentation information for the admissions team.
- The Dual Degree Admissions Specialist may be called upon from time to time by the Associate Registrar, and Assistant Registrars to undertake special projects and tasks.

*\*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**

- Post-Secondary degree or suitable equivalent experience required

### **Experience**

- 2-3 years of admissions experience, with increasing level of responsibility required.
- 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 ability to work collaboratively, build consensus, maintain confidentiality, ensure sensitivity to the needs and interests of a variety of stakeholders, and support the functioning of a diverse team both within an individual department and across a larger institution.
- Knowledge of University of Waterloo and Faculty policies and practices with respect to admissions and recruitment is essential
- Excellent interpersonal skills, tact, judgement, and diplomacy essential.
- Excellent written and oral communication skills.
- Strong organizational skills coupled with the ability to handle multiple tasks and large volumes in a fast-paced environment characterized by changing priorities.
- Intermediate skill level using Microsoft Word and Excel.
- Intermediate skills level using QUEST (PeopleSoft Student Information System)
- Basic skill level using DMS (OnBase Document Management System)

## **Nature and Scope**

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- **Contacts:** In carrying out the responsibilities of this position, the Dual Degree Admissions Specialist interacts directly with the Associate Registrar, Assistant Registrars, Waterloo International, Admissions Assistant Team Lead, Admissions Officers and the Faculties and the Colleges. The Dual Degree Admissions Specialist may also be called upon to assist with other administrative duties within the Admissions Assistants team as well as other University-related events.
  - **Level of Responsibility:** The job has defined duties and responsibilities. This position will be responsible for providing functional direction to broader admissions team.
  - **Decision-Making Authority:** Weighing on several factors, decisions are made from the guidelines, procedures, faculty requests, input, and information provided from applicant. Makes complex decisions based on adequate information; deals with exceptions using clearly specified rules; makes decisions by weighing several factors, some of which are partially defined and entail missing pieces of critical information. Solutions and point of escalation will be determined by incumbent. Problem solves with Faculties and Admissions team.
  - **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:** Travel is minimal. Working Hours—regular working hours, some evening/weekend work required. Risks—physical and psychological. Physical risks—no significant risks. Psychological risks—no significant risks.