

## Job Description

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<b>Job Title:</b>	Manager, Admissions Pathways
<b>Department:</b>	Office of the Registrar
<b>Reports To:</b>	Assistant Registrar, Admissions Operations
<b>Jobs Reporting:</b>	Coordinator, Bridge to Academic Success; Dual Degree Admissions Specialist
<b>Salary Grade:</b>	USG 11
<b>Effective Date:</b>	March 2, 2019

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### **Primary Purpose**

Within the Admissions unit of the Office of the Registrar (RO), the position is responsible for operational oversight and successful implementation of activities related to the admission of students coming to Waterloo through pathways other than from high school to first year (this includes transfers from other postsecondary institutions, students entering through language pathway programs, and institutional X+X programs). This portfolio leads the operationalization of the Ontario Credit Transfer Institutional Grant (CTIG) program for uWaterloo. This role liaises with partner colleges & universities, government agencies, Waterloo faculties and academic support units for academic success and retention of students entering the university through the aforementioned pathways. As the key advocate and operations leader for pathway and transfer students at Waterloo, this role contributes to enrollment management success by improving diversity within first-year student intake as well as mitigating the impact of attrition through admission pathways to upper years.

### **Key Accountabilities**

#### **Admission Pathways Planning, Operations, and Development**

- Researches, develops, and operationalizes student-focused processes and policies for all students entering the university through transfers and pathways.
- Aligns desired outcomes with the strategic plan and the achievement of the institutional enrolment management goals.
- Measures and reports on the results and impact of students entering Waterloo through transfers and pathways.
- Develops and maintains bilateral and multilateral articulation agreements between Waterloo and other domestic secondary institutions including ongoing reviews of curricula and feasibility studies of potential new agreements.
- Supports process and policy development to support implementation of new X+X agreements.
- Supports and evolves language-pathway admission programs across campus.
- Manages operations budget associated with transfer and pathways activities, including any governmental reporting and audit associated with those activities.
- Is responsible for understanding transfer and pathways initiatives in the post-secondary education space, including best practices, market analysis, and reviews of other institutions. Conducts research as required to understand and validate Waterloo transfer and pathway activities.

#### **Collaborates, Advises and Consults**

- Seeks out and works closely with faculty and program representatives, to research, establish, negotiate, monitor, and evaluate active agreements.
- Engages and partners with academic advisors at recruitment events to provide students with accurate, realistic information, and expedites the signing of agreements by key campus contacts in domestic institutional visits.

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- Works closely with institutional partners who have transfer and pathway agreements with uWaterloo.
- Provides advice and strategic direction to recruitment leadership across the Faculties and ASUs, with respect to strategies targeted at transfer and pathways students.
- Provides support and advice to the Student Success Office for student transition and success, including but not limited to digital initiatives and transition events for college and university transfer students.
- Collaborates with Co-operative Education to support the unique needs of transfer student transition and success in co-op.
- Coordinates effective resolution when students coming through a pathway encounter operational barriers.
- Collaborates with and advises undergraduate recruitment colleagues to ensure that transfer and pathways information is accurately and effectively presented in recruitment content and activities.
- Represents the RO at university-wide meetings, proactively providing expertise and insight with respect to recruitment and admissions issues, and advocating on behalf of the prospective undergraduate and transfer student audience.

### **Manages, motivates, trains and mentors staff**

- Recruits, develops, and evaluates direct reports

### **Project manages work flow and business practices**

- Assumes project management responsibilities for transfer and pathway student admission initiatives, including personnel, resources, time, and budget, ensuring proper control of expenditures for the strategies for which they are responsible.
- Ensures sound policy development and the implementation of best practices for admissions pathways, X+X programs, and transfer/articulation agreements.
- Contributes to establishing and benchmarking key performance indicators for transfer and pathway activities, including overall outcomes.
- Contributes to university-wide tracking and reporting for articulation and pathway agreements with other institutions.
- Other duties 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**

- Post-Secondary degree or suitable combination of education and experience.

### **Experience**

- 2-3 years of experience in an enrollment management role or Admissions Officer role in a post-secondary institution.

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

- Excellent knowledge of admission policies and procedures and an understanding of broader academic policy concerns at the postsecondary level.
- Demonstrated strategic-planning proficiency, with evidence of critical-thinking and analytical skills.
- Strong project management skills.
- Strong managerial experience and leadership skills dealing with diverse teams and situations.
- High degree of planning and coordination skill.

- Excellent written and verbal communication skills for varied audiences.
- Excellent relationship management skills to work with a variety of partners.
- Understanding of issues and trends affecting post-secondary education.

### **Nature and Scope**

- **Contacts:** Internally, communicates with a wide range of groups and departments and at all levels to ensure the achievement of university enrolment management and retention goals through the successful implementation and growth of transfer and admission pathways; externally, communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals, including safeguarding consideration of Waterloo's interests in critical negotiations with universities, colleges and governmental committees.
- **Level of Responsibility:** Responsible for managing functions or processes to sustain and enhance the success of transfer students, X+X agreements, language pathways and other associated recruitment and retention strategies and ability to meet Ministry obligations;
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of operationalizing all transfer and pathway student strategies, including market research, organization of staff and resources, personal interactions and collaboration, work flow, consultation, budget, and other key accountabilities. Determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders; makes independent decisions while travelling and at meetings with government and interuniversity organizations.
- **Physical and Sensory Demands:** While on campus, minimal demands typical of a position operating within an office environment; while travelling, possible disruptions in lifestyle coupled with unusual hours/schedules; overnight stays in hotels; requirement to remain physically and mentally alert, in unfamiliar environments; heavy lifting of recruitment materials.
- **Working Environment:** While on campus: minimal exposure to disagreeable conditions typical of a position exposed to stress and pressure associated with management-level responsibilities; work outside the normal operating hours of the institution; while traveling: extensive driving, occasional flying, standing for long periods, living in hotels and spending time away from the office and home.