

## Job Description

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<b>Job Title:</b>	Manager, Graduate Admissions
<b>Department:</b>	Graduate Studies and Postdoctoral Affairs
<b>Reports To:</b>	Associate Director, Graduate Admissions
<b>Jobs Reporting:</b>	Graduate Admissions Specialists, Graduate Admissions Assistant
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	July 2018

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### **Primary Purpose**

The Manager, Graduate Admissions and Sponsorships reports to the Associate Director, Graduate Admissions. The Manager has leadership responsibility and provides essential direction and vision for the execution of admission activities, customer service, and new admission initiatives. The Manager advises and makes recommendations to the Associate Director, Graduate Admissions related to policy development and improved procedural efficiencies within the admissions team and faculty/department interactions. S/he collaborates with the Associate Director, Graduate Admissions and Records Systems and provides support for strategic planning and implementation for enhanced customer service derived from the input of the admissions teams. The Manager has extensive knowledge of admission policies and procedures and international sponsorships, and must have sophisticated understanding of systems related to maintenance of admission and student records. It is essential for the Manager to be knowledgeable in a variety of computer systems in order to direct workflow that will meet enrolment and department priorities.

### **Key Accountabilities**

#### **Managing, Leading and Training Staff**

Supervises and mentors 3 Admission Specialists, 1 Admission Assistant and occasional part-time staff and has a sound understanding of HR hiring policies and procedures. Directs and coordinates the management and daily operation of graduate admissions and application activities in support of the University's mission with respect to enrolment priorities

- The Manager assists in the design of the organizational structure for the admissions team staff, including the effective recruitment of support staff and their training, orientation, and ongoing professional development. Creates and maintains a work environment that fosters, recognizes, and rewards supportive mentorship, professional quality, respectful communication, creativity, positive energy, and synergy to identify and promote further professional development and progression.
- Executes the planning and delivery of training workshops, creation of procedures manuals, and development of all user documentation for the admissions team.
- Exceptional leadership and change management skills to assist the admissions team in regular system updates and changes that impact day-to-day workflow and coding responsibilities. The admissions team is constantly dealing with ongoing policy and system changes that are driven by internal and external expectations, and it is critical that this position provide positive motivation and support to staff.
- Leads the planning and coordination of cross-functional staff activities in marketing and recruitment, admissions, records, financial aid and awards, and customer service as needed.

#### **Admissions and Sponsorships - Policy implementation and decision making**

- The individual must have in-depth knowledge of all graduate admissions related policies and procedures as they relate to the various applicant groups and programs such as: domestic,

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international, sponsored, professional, online learning, exchange, etc. The Manager regularly increases his/her knowledge and improves resources related to aspects of international education systems, sponsorships, student life and other issues through research, participation in workshops or conferences.

- Provides leadership and training to staff in the assessment of applicant records to determine admissibility and to ensure averages, requirements, and decisions are accurately evaluated and communicated.
- Researches and reviews non-standard admissions and communicates these decisions to the department, and tracks precedents. Researches and reviews sponsorship letters. The Manager liaisons with representatives from external agencies and governments to support international graduate growth. The Manager provides support on international application, offer, tuition arrangement categories and sponsorship funding information to applicants and departments. The incumbent resolves sponsorship matters and provides support related to funding issues.
- Researches and reviews potential fraudulent document and disciplinary cases related to admissions with the Associate Director.

### **Directing and ensuring data accuracy and reporting**

- Accountable for ensuring the quality and accuracy of coding applicants/admissions records by the admissions team. Production support of admission procedures and controls in addition to responsibility for special and critical admission coding activity.
- Prepares investigative and quantitative data for the Associate Director, Graduate Admissions. This information will be used in assessing admissions practices/decisions, recruitment, retention and trends in admission and academic requirements (ie non-standard admissions). Reviews, assesses, recommends, and implements process improvements on new initiatives.
- Collaborates with the Systems Team to define requirements for automating business processes and systems support. Reports system processes and procedure problems to the Associate Director, Graduate Admission and Records Systems.
- Provides backup in preparing statistical application, offer, and confirmation data for the Associate Vice President, Graduate Studies and Postdoctoral Affairs and Graduate Associate Deans to determine trends.

### **Decision Making**

- The Manager approves Faculty requests for non-standard admissions, sponsorship eligibility for admission, degree and grade equivalencies, waivers for English Language Proficiency certification.
- In the absence of the Associate Director, Graduate Admissions, the manager will provide guidance to the Director and Associate Vice-President on non-standard admissions, fraudulent documentation, immigration and legal concerns.

### **Communications**

- The Manager is the primary resource and expertise on admissions policy and procedures to the Faculties and Departments, the Admissions Team and other key areas in the GSPA.
- Ensures accurate and regularly updated communications pieces that include but are not limited to the website for applicants and admitted students, applicant/admissions email communications decision letters, refusals, admission conditions, comments, checklists and procedures.
- Reviews and edits admissions-related components of publications and websites and provides admissions-related information for recruitment materials and workshops.
- Works closely with the Communications and Systems Teams, to ensure accuracy and clarity in any communications and to strategize on new initiatives.

### Required Qualifications

#### **Education**

- University degree or equivalent education and experience; minimum five years' experience in graduate admissions within an academic environment

#### **Experience**

- The Manager has extensive knowledge of graduate admission policies and procedures, and must have sophisticated understanding of systems related to maintenance of admission and student records. Proven skills in efficiency, diplomacy and tact in interactions with faculty, staff and students. Demonstrated ability to maintain confidentiality, take initiative, work independently, handle multiple tasks, meet conflicting deadlines and excel in a fast-paced environment characterized by changing priorities.

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

- Excellent communication skills, both written and oral and proven presentation skills.
- Knowledgeable in a variety of computer systems in order to direct workflow and create appropriate job performance expectations which support all admissions record keeping functions in GSPA and that will meet enrolment and department priorities.
- Knowledge of website design and content management system(s) to support website creation/maintenance.

### Nature and Scope

- **Contacts:** Internal contacts include: GSPA units, Faculty Associate Deans/Administrative Assistants, Graduate Studies Department Associate Chairs/Graduate Officers/Co-ordinators Waterloo International, Student Accounts. External contacts include: Immigration, Refugees and Citizenship Canada (IRCC)/Foreign Affairs and International Trade Canada (DFAIT) Graduate Admission Officers, Canadian Universities, Foreign Governments and International Funding Agencies, Prospective Graduate Students
- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.
- **Decision-Making Authority:** Primary contact for graduate admissions at Waterloo (guidelines, procedures). Provides expertise regarding admissions guidelines, processes, policies. Makes recommendations to senior management on processes and procedures related to graduate admissions including analyzing, evaluating and interpreting current processes.
- **Physical and Sensory Demands:** Extensive sitting, confinement to a work station, and walking (to/from meetings); concentrated and attentive use of one or more senses in creating, tabulating and analyzing data, and dealing with distractions (as part of office environment)
- **Working Environment:** Sitting at desk/computer work station. Occasional travel (conferences related to graduate admissions). Exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry. Cultural sensitivities when meeting with diverse graduate students and faculty, including international graduate students.