

Job Description

Job Title:	Coordinator, Bridge to Academic Success in English (BASE)
Department:	Office of the Registrar, Admissions
Reports To:	Manager, Admissions Pathways
Jobs Reporting:	N/A
Salary Grade:	USG 09
Effective Date:	November, 2019

Primary Purpose

The Bridge to Academic Success in English (BASE) program focuses on key priorities such as Internationalization, Outstanding Academic Programming, and Student Experience and Engagement.

BASE is a program for students who have been offered conditional admission into select undergraduate programs based on their meeting all of the academic requirements except the English language requirement. This admissions pathway integrates key resources – the Registrar’s Office (RO), the Student Success Office (SSO), the English Language Centre (ELC) and Housing work together to support students in their bridging term(s) to help them successfully transition to full-time university studies.

The Coordinator applies their knowledge of Waterloo’s admission policies, academic progression policies, and business processes to provide leadership to their colleagues regarding the confirmation, admission, and academic success of BASE students. This position is accountable for BASE applicant/student groups that require individualized attention and follow up.

Key Accountabilities

Direction and Support

- Advises Registrar’s Office and faculties on BASE-related strategic direction and implementation.
- Coordinates student academic progression into and out of the BASE program in support of the University’s mission with respect to enrolment priorities.
- Coordinates within the Registrar’s Office and with faculties, departments, Student Success Office and Renison University College.
- Supports the development and implementation of recruitment strategies and communications connected to BASE.
- Initiates development of new BASE guidelines and policy between the Registrars’s Office and the faculties.
- Provides feedback and guidance to ensure evolution of the BASE program to better support participating students and their prospective faculties.

Admissions and Academic Progression

- Understands and interprets faculty-specific BASE admission guidelines and policies for students, staff and faculty.
- Collaborates with Admissions Officers, Manager, Admissions Pathways, Assistant Registrars, and faculties to review admission standards for BASE students.

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- Assists with the development of strategies for dealing with ongoing change that continues to help improve processes and communications throughout the admissions cycle, and during BASE participation.
- Acts as a resource and provides expertise in academic progression policy and procedures related to transition of BASE students to degree studies. Collaborates with Manager, Admissions Pathways, Assistant Registrars, Faculties and Renison to determine outcomes for students that do not meet the conditions for progression – particularly those that are very close to meeting conditions.
- Coordinates and liaises with the records department and faculties in regards to their BASE students to support academic transition within the faculty.

Communication

- 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.
- Develops highly specialized communications for segmented audiences and individuals.
- Provides additional support to the Customer Service Team that is the student's first line of contact when visiting the Registrar's Office. The Coordinator will be expected to answer inquiries and deal with applicant directly to explain policies and procedures

Ensuring Accuracy in Reporting and Systems Processes

- Implements appropriate data collection and assessment mechanisms or processes to monitor enrolment trends, challenges, and academic success. This data will contribute to the overall measuring of program success.
- Prepares statistical reports to assess and review BASE admissions standards, enrolment trends, and first year progression that will inform policy development and procedures.
- Provides input into system developments and future enhancements that would streamline process and create efficiencies for communication with applicants/students.

Other Activities

- Is a resource to other staff members in dealing with difficult applicant/student situations and providing appropriate communication,
- Attends orientation and information sessions, campus tours, workshops, and activities for BASE students to facilitate student involvement as required.
- Participates in regularly scheduled program and planning meetings as well as work in partnership with Renison University College, Housing, SSO and each of the six faculties as required.
- Participates in on-campus events such as You @ Waterloo Day, Fall Open House, March Break Open House, off-campus 3-day Ontario Universities' Fair, and other recruitment-related activities.

**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 a suitable combination of education and work experience in a post-secondary work environment.

Experience

- Extensive administrative experience in a customer service environment within the postsecondary sector required (preferably in a Registrar's Office environment).
- Experience working with PeopleSoft Student Information System preferred.

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- Experience interpreting policies and procedures related to admission and records preferred.
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Knowledge/Skills/Abilities

- Demonstrated proficiency in the use of Word, Excel and Access at an intermediate level is required.
- Advanced knowledge of computer-assisted admissions systems and record-keeping required, Intermediate knowledge of Document Management Systems (DMS)
- Understanding of enrolment management principles and practices specifically related to non-OSS (non-Ontario Secondary School) undergraduate student recruitment and admissions is desirable.
- Able to handle difficult conversations with students around admission and progression decisions and outcomes.
- Excellent interpersonal, organizational, written and oral communication skills required.
- Demonstrated analytical and problem solving skills.
- Proven aptitude for detail and accuracy.
- Demonstrated initiative.
- Ability to work independently and as a team member in a busy and varied environment with deadlines, changing priorities and large volumes of work.

Nature and Scope

- **Contacts:** In carrying out the responsibilities of the position, the Coordinator interacts directly with the Associate Registrar – Admissions, Director of English Language Centre, Marketing and Undergraduate Recruitment Director/Managers/Recruiters, Admissions - Managers/Officers/Analysts/Assistants, Assistant Registrars, Faculty and College Admissions Directors/Registrars/Advisors/Assistants, Student Accounts Manager/Assistants, Student Success Office Directors/Managers/Coordinators, and Records Coordinators.
- **Level of Responsibility:** The Coordinator is accountable for their portfolio of activities including: providing essential direction and vision for the delivery of BASE admission activities, customer service delivery, advising support, and new policy initiatives related to their specific area of activities.
- **Decision-Making Authority:** The Coordinator advises and makes recommendations to the Manager, Admissions Pathways, Associate Registrar, Admissions, Director of English Language Centre, and Assistant Registrars in policy development and improved procedural efficiencies within the faculty/college interactions.
- **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. 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.