

Job Description

Job Title:	Recruitment and Engagement Officer
Department:	Dean of Mathematics Office
Reports To:	Director Strategic Planning
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	July 2018

Primary Purpose

Responsible for engaging and developing graduate students and post-doctoral fellows within the Faculty through personal development, implementation of new strategies, and leading events.

Key Accountabilities

Develop initiatives and design and lead events related to prospective graduate students including, but not limited, to the following:

- Design events targeted to recognize and promote the success of grad students and postdocs, working closely with the academic units and the Communications team.
- Seek out new event opportunities for which the Faculty should take part; perform cost/benefit analysis of participation in external events
- Design, develop and plan recruitment events that originate with the Faculty.
- Lead academic units to establish and implement common best practices for communicating with prospective students and applicants; recommend technological solutions to assist
- Coordinate the Faculty's participation in university-wide recruitment events
- Provide training and functional direction to faculty members participating in recruitment events
- Take the lead role in the organization of events: organize volunteers and technology; determine venue requirements and budget; disseminate information to the participants, day of event logistics
- Distribute up-to-date communications to appropriate audiences which may include print, mass emails, web pages, and social media
- Participate in recruitment for specific student programs as assigned

Collect and analyze data to inform recruitment strategies

- Acquire and analyze recruitment, admissions, and success data to prepare reports
- Use historical and demographic information to support the Associate Dean, Graduate Studies in preparation of annual graduate intake targets
- Conduct quantitative and qualitative surveys, such as but not limited to questionnaires, interviews, focus groups, and secondary data analysis.
- Keep fully informed and knowledgeable about all aspects of programs, admissions, student life, success after graduation, and other issues related to prospective graduate students, applicants, and admitted students, including all relevant research, communications, recruitment initiatives, and how any changes impact the strategies for which they are responsible.
- Maintain a clear understanding of generational characteristics, the needs of diverse backgrounds, and the motivations of prospective students.
- Collaborate and support various Math Planning initiatives, either directly or indirectly related to graduate recruitment and engagement

Develop and lead initiatives that facilitate the successful transition of incoming graduate students and postdocs including, but not limited, to:

- Acquire and analyze research data to inform the Faculty's initiatives and to inform the ongoing development and evaluation of the Faculty's transition and engagement plan.
- Monitor and report regularly on engagement initiatives; provides end-of-term statistics so that initiatives may be assessed for effectiveness.
- Coordinate the development and promotion of programs and services aimed at enhancing the experience of graduate students while ensuring effective implementation of the Faculty's strategic initiatives. Research and recommend strategies to increase engagement and student-faculty interactions
- Identify needs and develop support initiatives specifically targeted at international students and postdocs
- Lead development of mentorship and ambassador programs including the expansion of peer-to-peer connections and networks
- Inform faculty and staff of resources available to support student success and wellbeing
- Communicate with colleagues throughout the Faculty to ensure student and postdoc perspectives are brought to relevant discussions and are considered in decisions
- Estimate program costs and timelines

Develop and lead initiatives to engage students and postdocs in extra-curricular activities that promote intellectual, personal, and professional development. Such support may include, but is not limited to:

- Support Faculty efforts for greater involvement with programs such as Velocity and MITACS
- Support new and ongoing connections with partners from the private and public sectors interested in graduate talent in Math Faculty
- Liaise with Co-operative Education and the Centre for Career Action in promoting high quality career advising, as well as providing information on careers, professional and graduate schools.
- Coach leaders of councils, clubs and committees, providing advice and guidance for their operations
- Help coordinate submission of high quality applications from Faculty to internal and external scholarship competitions
- Coordinate TA training sessions in collaboration with MUO, academic units, Faculty Teaching Fellow, and CTE
- Support the Associate Deans (Undergraduate and Graduate Studies) in management of TAs in the Faculty
- Ensure that student representation is maintained on Faculty and University committees
- Assist with the co-ordination, planning, and implementation of engagement events

Required Qualifications

Education

- University degree required; Master's or equivalent strongly preferred

Experience

- 3 to 5 years of progressive experience performing duties related to the above-mentioned key accountabilities.
- Experience developing, championing, implementing and reporting on initiatives involving multiple stakeholders outside of one's reporting hierarchy

- Experience with virtual engagement and webinar tools, or demonstrated ability to learn and implement new software tools more generally, is required.
- Experience working as a peer with faculty members
- Experience understanding the needs of, and providing alternate solutions for, customers from a diversity of backgrounds
- Experience with ambassador or mentorship programs, or peer-to-peer networking programs
- Demonstrated experience developing, documenting, and delivering presentations
- International experience: examples include working in another country, speaking a second language, teaching international students

Knowledge/Skills/Abilities

- Demonstrated ability to independently research, analyze and report on numerically-based data
- Demonstrated ability to produce alternative proposals, and summarize recommendations which are supported by data
- Working knowledge of student needs and concerns, and best practices and techniques related to student engagement and success
- Demonstrated ability to manage and host virtual events and programming, with a preferred focus on engagement of prospective, incoming, and current graduate students. Events will be hosted at various fixed times that best meet the needs of each audience.

Client Service

- Ability to meet and communicate service standards, and track client satisfaction

Teamwork and Relationship Building

- Excellent human relation skills including the ability to develop and maintain constructive relationships with individuals in academic posts

Communication

- Is able to articulate concepts and content effectively in written multi-page reports.

Managing Change

- Demonstrated ability to use technological solutions to improve processes and communication.
- Demonstrated ability to undergo continual training in matters of changing policy, as well as changing cultural trends

Problem Solving

- Able to approach a complex task by breaking it down into component parts, and to use technology to assist breakdown and tracking
- Consults multiple sources for accurate information; notices inconsistencies in available information.

Planning and Organization

- Ability to take ownership for projects of duration of several months; use good independent judgment when priorities are challenged.

Technical

- Excel and Word Basic
- Mass email systems
- Social media systems

Language

- Ability to speak a language common to our international graduate students is an asset

Nature and Scope

- **Level of Responsibility:** The position has defined duties and responsibilities and is expected to work with minimal supervision and provide guidance to others
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments.
- **Working Environment:** Office environment with no significant physical or psychological risks. Working hours are regular working hours but may include some evening and weekend work.