

Job Description

Job Title:	Manager, Admissions Operations (MAO)
Department:	Registrar's Office - Admissions
Reports To:	Assistant Registrar, Admissions Operations (ARO)
Jobs Reporting:	Admissions Coordinators, Admissions Team Lead
Salary Grade:	USG 10
Effective Date:	December 2022

Primary Purpose

The Manager, Admissions Operations (MAO) reports to the Assistant Registrar, Admissions Operations (ARO) and is responsible for the functional direction of the Admissions Coordinators (6) and the Admissions Team Lead (1), and the implementation of the associated tasks and responsibilities. This role oversees a high volume of work and ensures the team works effectively, and efficiently to process all incoming documentation to the admissions office, verify authenticity, and to provide oversight to multiple specialized prospective student portfolios. They supervise and support the team in handling the day-to-day operations of the admissions front line activities. The MAO must have the ability to multi-task and to handle competing responsibilities with strong knowledge of front-line admissions operations, policies, procedures, conflict resolution and problem solving. A key accountability is human resources leadership and development of the team. Providing effective direction and leadership to staff is essential. This includes supporting the Admissions Team Lead to provide strong onboarding, thorough training, and encouraging staff participation in personal and professional development on an on-going basis.

Key Accountabilities

Service Delivery

- Directs and supports the daily operation of undergraduate admissions and application activities in support of the University's mission with respect to enrolment priorities.
- Supports the collection and organization of applicant data through multiple digital platforms.
- Monitors workflow and seeks efficiency. Recommends possible changes to the ARO.
- Provides daily support to the Admissions Coordinators and is the escalation point for challenging calls and complex issues.
- Responds to inquiries from applicants, families, and campus clients while seeking to build positive connections.
- Responsible for the communication of both positive and negative decisions. Presents special cases for consideration to Admissions Management for review and decision.
- Ensures accuracy and consistency in assessment processes handled by the Admissions Coordinators.
- Completes student registration, including, but not limited to add/drop activity, block enrolment, service indicators, term activation, unit load as this pertains to the Exchange and PT/DE.
- Works closely to monitor and report system process problems to the Business Systems Analysts to ensure the success of daily admissions activities.
- Leads and verifies accuracy for coding of transfer credits, transcript text, exchange, letters of permission.
- Liaises with the staff in Registrar's Office; attends Admissions Team meetings and Recruitment Team meetings as required; keeps abreast of policy and procedure changes being instituted.

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- Participates in the 3-day Ontario Universities' Fair that takes place annually in Toronto.
- Participates in on-campus events such as March Open House, You@Waterloo Day, and other recruitment-related activities.
- Understands and implements FIPPA and University Policy 46.

Lead, manage, motivate, and mentor team

- Hires, supervises, mentors, and evaluates direct reports including the management of interview committees, candidate selection and related responsibilities.
- Assigns individual portfolio leads within the Admissions team to cover off special tasks and portfolios throughout each admissions cycle.
- Liaises with the ARO to set goals and expectations for training, onboarding, offboarding, portfolio distribution and daily service goals.
- Performance management is required through both formal (performance appraisal) and informal methods such as regular feedback, 6-month check ins, and coaching.
- Advocates on behalf of the Admissions Coordinator team for changes and support as needed.
- Demonstrates a commitment to equity, diversity, inclusion and anti-racism through their leadership, management, and operational practices.
- Identifies and administers development opportunities and growth within the job. Delegates these opportunities to the Admissions Team Lead to ensure employee growth, task delegation and regular follow-up on progress development.
- Promotes dialogue, collaboration and feedback between the AC's, Admissions Officers, Business System Analysts, stakeholders, and university affiliates.
- Works closely with ARO to create and maintain a work environment that fosters, recognizes, and rewards mentorship, quality of work, respectful communication, creativity, positive energy, and synergy. Identifies and promotes professional development and progression opportunities through a multi-level career pathway.
- The Manager, Admissions Operations may be asked to represent the ARO at events and meetings as required.

Integrity of Application, Document Management System

- Troubleshoot issues related to the scanning, indexing, and coding of all documents to an applicant file to ensure accuracy.
- Supports the Team Lead on quality assurance checks on indexing batches to ensure accuracy of Admissions Coordinators work and addresses issues as they arise with staff.
- Identifies systems related discrepancies and communicates these to the Business Analysts or the ARO.
- Ensures processes and document management procedures are kept up-to-date and properly communicated within the admissions team.
- Run standard queries to gather data from the Student Information System and the Document Management System to identify accuracy and the various stages of completion of admissions activities.
- Thorough knowledge and understanding of business processes and practices to accurately identify discrepancies or anomalies in the admissions process and the platforms used.

Support and Execution of Additional Admissions Activities

- Responsible for assessing and administering admissions policies, together with the appropriate Assistant Registrar Admissions, and for communicating these decisions.
- Responsible for collating feedback from Admissions Coordinators and Admissions Team Lead for the ARO to inform digital and print communications that include but are not limited to the website for applicants and admitted students, all applicant/admissions email communications, print publications, and decision letters.

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- Guides the ARO and monitors the impact of policy and procedural changes as they relate to admissions communications and processes. Makes recommendations to ARO based on the feedback and experiences of the Admissions Coordinator team.
- Oversees and ensures all documented processes and procedures are clear, concise, and accurately captured within the Confluence platform.
- Supports the Special Consideration process closely with the ARO ensuring equity, accessibility, and alignment with our admissions policies.

**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

- University degree required, or a suitable combination of post-secondary education and experience required, preferably from the University of Waterloo.

Experience

- Minimum 3+ years admissions related experience at the post-secondary level.
- 2+ years of experience managing/leading a large professional team, preferably in a post-secondary environment.
- Demonstrated success in supporting/leading change efforts. Proven work and 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.
- Experience in successfully resolving challenging customer service issues.
- The individual must have in-depth knowledge of all admissions related policies and procedures as they relate to the various applicant groups such as: Ontario Secondary School (OSS), Non-Ontario (Non-OSS), part-time, online learning, Letter of Permission, Cross-registration, Exchange, X+X Partnerships.

Knowledge/Skills/Abilities

- Strong organizational and problem-solving skills coupled with the ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Approachable, people-oriented, able to build a strong team and a constructive work environment.
- Familiar with Canadian and international education systems, applicant types, academic programs and the needs of high school students applying to university.
- Excellent written and oral communication skills.
- Proven skill in relationship management and achieving results using a collaborative, inclusive, congenial approach
- Must have advanced skills with Microsoft Office software, Microsoft Teams
- Advanced knowledge of an enterprise student information system and intermediate knowledge of document management systems
- Knowledge related to systems with the ability to troubleshoot and bring forward issues and efficiency opportunities.

Nature and Scope

- **Contacts:** Must maintain a productive working relationship with managers and staff in the Registrar's Office, University College Leadership, Cooperative Education, numerous Faculty and University College based personnel who deal with student admissions and managers in other administrative

departments. Internally, communicates with employees at many levels to ensure the successful operation of the Admissions cycle so that UWaterloo continues to attract high-quality students; externally, communicates with a wide variety of audiences to deal with, influence, and motivate others to achieve university goals.

- **Level of Responsibility:** Manager, Admissions Operations, performs specialized work with minimal supervision and supervises direct reports. Will act as a resource for handling sensitive cases, in consultation with the ARO. Must provide strong leadership to direct reports and to Associate Registrar, Admissions and Assistant Registrars, Admissions.
- **Decision-Making Authority:** The incumbent will use sound judgment and discretion in making admissions decisions on behalf of the institution, Assistant Registrar's and Associate Registrar, Admissions. Manages workload, including projects, personal interactions and collaboration, workflow and time management, consultation, and other key accountabilities; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders. The incumbent is accountable for overseeing the implementation of Admissions policies, and supporting targets are met in alignment with the university's goals and priorities.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment, attention to detail in a fast-paced multi-tasking environment
- **Working Environment:** Regular working hours, some evening/weekend work required. Risks – physical and psychological risks. The incumbent must be sensitive to the often extreme and prolonged stresses under which admissions and other staff in the office must work. This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. This role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable, or unpredictable (e.g., students or parents who have escalated an issue, staff or faculty upset with a decision), irregular and/or high volumes, multiple and/or tight deadlines beyond one's control