

Nipissing University
JOB DESCRIPTION

POSITION TITLE:	Admission and Enrollment Services Coordinator
DEPARTMENT:	Office of the Registrar
CLASSIFICATION:	Coordinator A
WAGE GRADE:	WG 50
EMPLOYMENT DEFINITION (STATUS):	Full-Time Support Staff
SUPERVISOR:	Associate Registrar, Admissions

SUMMARY OF FUNCTIONS:

Reporting to the Associate Registrar, Admissions the Coordinator is responsible for assisting current and prospective students, family, faculty, staff and the general public in person, by fax, telephone and through email for matters related to admissions and enrollment in all undergraduate, teacher education and graduate programs as well as for certified teachers pursuing additional qualifications.

The Coordinator is also responsible for facilitating and communicating the admission and registration process to educational stakeholders. In compliance with university academic policies and procedures, duties include, but are not limited to: processing, evaluating, and maintaining application and enrollment records; verifying admission and registration requirements; maintaining course section offerings.

DUTIES & RESPONSIBILITIES:

Coordination and Evaluation of Applications for Admission (35%)

- Receive, acknowledge, and evaluate daily OUAC applications and EDI transcript transmissions and supporting documentation, decipher and accurately enter the application data to create electronic records
- Create and organize application files, acknowledgement letters and labels and maintain a system for tracking and organizing complete and incomplete applications using Ellucian Colleague
- Evaluate complete applications to determine admissibility and eligibility for transfer credit, documenting and coding decisions, both electronically (in Ellucian Colleague) and manually using comprehensive, detailed knowledge of admissions policies. Research non-standard academic backgrounds and performing manual average calculations when required
- Verify all transcripts, supplemental material and other supporting documents, such as World Education Service (WES) assessments and proof of proficiency in English (TOEFL, IELTS), for accuracy and authenticity
- Determine eligibility of candidates for admission to in-service education programs/ courses (PQP and AQ/ABQ) and advise candidates of eligibility requirements and course availability. Initiate follow-up on incomplete registrations
- Prepare, organize and rank files for committee review for applicable programs
- Process admission decisions by printing appropriate documents and assembling packages as determined by applicant type and admission decision
- Receive waiting list forms and organize and manage acceptance waiting lists
- Contact and provide guidance to all applicants who do not meet the conditions of their offer of admission to determine the appropriate course of action
- Determine necessity for and create student files for applicants who have accepted and registered for classes

Enrollment Services

(35%)

- Provide guidance to students and faculty in regard to the registration process, including student eligibility to register in courses and programs (prerequisites, etc.), and the availability of courses
- Process, record, maintain and file registration documentation (prerequisite exemptions, letter of permissions, directed studies approvals for Undergraduate Studies students, leave of absence requests, academic petitions, withdrawals, extensions and program changes for Graduate Studies students and any relevant registration documentation for In-service education students)
- Troubleshoot registration issues for all degree and non-degree programs and register candidates who are unable to register themselves
- Administer the course waiting list process to maximize enrollment and provide guidance in determining the need to add sections or raise capacity
- Process and communicate changes made to course section offerings
- Facilitate and coordinate language assessment tests. Record and report results to relevant offices and students

Communications/Coordination of Mailouts

(15%)

- Present a welcoming and engaged presence in person, by telephone and by email, to all general inquiries to Nipissing University and more specifically the Office of the Registrar
- Perform reception duties as the first in-person point of contact for visitors and students to the University.
- Maintain a comprehensive knowledge of institutional and departmental information in order to better serve the student and faculty community including academic calendar information, admission/registration information, university activities and employee directory
- Respond to inquiries to the Registrar's Office regarding degree programs offered, applications, admission requirements, registration, course offerings, important dates, withdrawals, office locations, etc. Investigate, in order to provide accurate, timely, thorough and authoritative responses to each inquiry addressed to departmental email accounts (registrar@, admissions@, registration@) as well as through telephone, facsimile and post
- Ensure compliance of rules related to access and release of confidential data in accordance with University policy and privacy legislation; share pertinent information with departments and provide appropriate recommendations
- Coordinate, compile and mail acknowledgment, admission decision, registration packages and AQ confirmation letters to all prospective and current students, consulting with other university departments regarding materials to be included
- Collect information for mail outs, establishing timelines and paying close attention to accuracy and completeness
- Process mass email correspondence to applicants and current students

Other Duties

(15%)

- Provide assistance and/or back-up to other positions within the Office of The Registrar
- Access and validate external databases of student records (OCT & OEN) to ensure consistency and accuracy of information
- Update name, email address, address and telephone number changes on electronic and paper files
- Maintain current knowledge of external agencies regulations, processes and policies (e.g., OCT, OUAC, WES, etc.)
- Monitor institutional website for missing or inaccurate registrarial related information and notify relevant areas as necessary

- Represent the Office of the Registrar at the Ontario Universities Fair (OUF), NSO, open houses, special events, on-line forums and other recruitment events to provide admission and registration information
- Ensure office inventory is maintained (e.g., printed materials, office supplies, etc.)
- Retrieve and process departmental mail

Any other duties as assigned

QUALIFICATIONS:

Education:

Three-year post-secondary education from a recognized college or university

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- One to three years of relevant work experience, preferably at the postsecondary level
- Experience dealing with multiple and conflicting deadlines, distractions and interruptions
- Experience using a variety of computer software packages and administrative practices/procedures
- Knowledge and understanding of current university system, structures and operation
- Knowledge of admission requirements for all programs and courses at Nipissing University
- Excellent communication (oral and written), customer service, multi-tasking, time management and problem solving skills
- Keen attention to detail and ability to recognize errors and inconsistencies
- Knowledge of Nipissing University services, programs and course offerings,
- Experience interpreting academic regulations and university policies
- Ability to adapt to changing environments and remain flexible to change
- Awareness and sensitivity to student cultural differences and special needs

RELATIONSHIPS/CONTACTS:

Supervised by: Associate Registrar, Admissions

Internal Contacts: Faculty, Students, and Staff

External Contacts:

- Prospective Students, applicants, former students and parents
- General Public
- Guidance Counsellors
- Ontario Universities' Application Centre (OUAC)
- Other Colleges and Universities
- Various External Agencies

MATERIALS UTILIZED:

- Office equipment
- Academic Calendar
- Various software applications
- Various Databases

PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:

- Visual and mental concentration
- Light to sedentary demands
- Open concept office environment
- Conflicting demands/requests
- Frequent interruptions
- Regular working hours with some “peak times”

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Director, Human Resources

Date