Nipissing University
JOB DESCRIPTION

POSITION TITLE: Admission Services Coordinator

DEPARTMENT: Office of the Registrar

CLASSIFICATION: Coordinator A

WAGE GRADE: WG 50

EMPLOYMENT DEFINITION (STATUS): Full-Time Support

SUPERVISOR: Associate Registrar, Admissions

SUMMARY OF FUNCTIONS:

Reporting to the Associate Registrar, Admissions, the Coordinator is responsible for assisting current and prospective students, families, faculty, staff, and the general public in person, by fax, telephone and through email for matters related to admissions. The Coordinator is also responsible for facilitating and communicating the admission process to educational stakeholders. In compliance with university academic policies and procedures, duties include, but are not limited to, processing, evaluating, and maintaining application records; evaluating documents; determine admission eligibility; determine eligibility for guaranteed entrance scholarships; determining eligibility for transfer credit consideration. The Coordinator is the Registrar's Office main point of contact for the Summer Indigenous programs (i.e., ITEP, ICADP, TISL) as it pertains to application and admissions to these programs. The Coordinator works closely with the Principal and Student Success and Development Coordinator of the Indigenous Programs to coordinate the appropriate application and admission processing for each program and intake.

DUTIES & RESPONSIBILITIES:

Coordination and Evaluation of Applications for Admission (70%)

- Evaluate complete applications to determine admissibility, eligibility for guaranteed entrance scholarships 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
- Receive, acknowledge, and evaluate supporting documentation
- Maintain a system for tracking and organizing complete and incomplete applications
- 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
- Ensure that prior to the start of each intake applicants have met the conditions of their offer
- 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

- Work with the Principal and the Student Success and Development Coordinator for the Indigenous Summer Programs (i.e., ICADP, ITEP, TISL) prior to each intake to review application/admission procedures and set up the appropriate applications
- Ensure admission decisions are processed in a timely manner, keeping in mind the various funding deadlines for Indigenous students
- In collaboration with the Student Success and Development Coordinator of the Indigenous Summer Programs, maintain a system to communicate with applicants regarding missing documentation
- Transfer international applications received by the Registrar's Office to the International Application Portal, ensuring that both the applicant and the International Admissions and Recruitment are notified of the transfer
- In conjunction with the International Admissions and Recruitment Office, ensure that applications to limited enrollment (i.e., 4-year BScN, BPHE, SPP, BEd) and/or committee reviewed (i.e., Grad Studies, BSW Professional Years) programs are assessed appropriately with the entire applicant pool

Communications/Coordination of Mailouts (20%)

- 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
- Maintain a system for tracking and communicating with applicants regarding outstanding documents at all stages of the application/admissions cycle
- Maintain a comprehensive knowledge of institutional and departmental information 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, important dates, withdrawals, office locations, etc.
- Investigate to provide accurate, timely, thorough, and authoritative responses to each inquiry addressed to the admissions email account (admissions@) as well as through telephone, facsimile and mail
- 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
- Compile and mail admission decisions, 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
- Assist with reception duties as a front-line first point of contact position within the Registrar's Office

Classroom Booking Coordination (5%)

- Act as the alternate for classroom booking requests for the University for internal and external (revenue-generating) events, as needed
- Assist with classroom allocations, course cancellations and course additions
- Support the team with maintaining inventory of all available classroom space, including number of seats, room configurations, equipment available and restrictions (e.g., classroom space shared)
- Maintain knowledge of the communication processes to students, instructors, and other stakeholders for any changes to course schedules or locations
- Support the team with the coordination of ad hoc room bookings and coordinate room change requests and room complaints in regard to physical resources, emergency classroom closures
- Liaise with Facility Services and UTS to resolve AV equipment or other room-specific issues, as requested

- Assist with ad-hoc reports of on-campus room bookings for the University when requested
- Understand the annual room audit process

Other Duties **(5%)**

- Provide assistance and/or back-up to other positions within the Office of the Registrar
- Assist with the creation of student files for applicants who have accepted and registered for classes
- Monitor institutional website for missing or inaccurate admissions related information and notify relevant areas as necessary
- Represent the Office of the Registrar at various special events, online forums and other recruitment events to provide admissions information
- Ensure office inventory is maintained (e.g., printed materials, office supplies, etc.)
- Retrieve and process departmental mail
- Provide back-up support for final examination processing and inquiries

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)
- Ontario Colleges Application Service (OCAS)
- Other Colleges and Universities
- Various External Agencies

MATERIALS UTILIZED:

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

PHYSICAL 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

……

Approvals

_____ _____
Supervisor Date

_____ _____
Director, Human Resources