

Nipissing University

JOB DESCRIPTION

POSITION TITLE:	National Recruitment Supervisor
DEPARTMENT:	Registrar's Office
SALARY LEVEL:	SL 3
EMPLOYMENT DEFINITION (STATUS):	Administrative Contract (12 months)
SUPERVISOR (POSITION TITLE):	Associate Registrar, Recruitment
POSITION CREATED/REVISED:	May 2026

SUMMARY OF FUNCTIONS:

Reporting to the Associate Registrar, Recruitment, the National Recruitment Supervisor is responsible for leading the domestic recruitment team and supporting the effective delivery of recruitment initiatives across domestic markets. The role provides day-to-day supervision, operational support, and guidance to ensure recruitment activities are delivered consistently and aligned with institutional priorities.

The Supervisor plays a key role in supporting staff development and performance, resolving day-to-day operational challenges related to scheduling, logistics, and resource allocation, and maintaining effective communication across the team and with internal partners. Through this work, the position helps ensure a service-oriented approach and a high-quality experience for prospective students.

This position requires flexibility in working hours, including evening, weekend, and on-call commitments, to meet operational needs. Travel may be required at both the provincial and national levels to support recruitment activities and institutional priorities.

DUTIES & RESPONSIBILITIES:

Team Leadership and Performance Management

50%

- Provide day-to-day supervision and leadership to the domestic recruitment team, including scheduling, work assignment, coaching, and guidance; in consultation with the Associate Registrar, Recruitment
- Foster a collaborative, inclusive, and service-oriented team culture aligned with institutional values
- Monitor team productivity and service standards, ensuring a consistent quality of output and positive student recruitment experience for prospective students and their supporters
- Resolve concerns or issues brought forward by employees; with guidance and support from Associate Registrar, Recruitment
- Maintain detailed knowledge of Nipissing University's programs, admissions, financial aid, student support services, residences, and other aspects of the university that may impact prospective domestic students ensuring this information is consistently understood and applied within recruitment activities
- Participate in the hiring and selection process for direct reports when appropriate
- Support the training and oversee the onboarding and orientation of new employees
- Provide ongoing training to current domestic recruitment team members
- Engage in the annual performance and professional development review cycle to support continuous growth and institutional alignment.

Recruitment Operations and Project Oversight

30%

- Oversee day-to-day domestic recruitment operations to ensure activities are delivered efficiently and consistently

- Guide and support travel planning to strategically selected schools, and other community organizations within Canada
- Approve travel plans and expenses for direct reports in collaboration with the Associate Registrar, Recruitment
- Plan, track, and monitor recruitment projects, schedules, and deliverables, ensuring timelines are met

Strategic and Operational Support

20%

- Support the implementation of domestic recruitment strategies in collaboration with the Associate Registrar, Recruitment
- Identify, triage and escalate potential issues to the Associate Registrar, Recruitment as appropriate
- Share on-call responsibility with Associate Registrar, Recruitment, during peak team travel periods to respond to urgent issues
- Contribute to the development and maintenance of marketing and operational plans relevant to the domestic recruitment activities
- Support strategic recruitment initiatives that contribute to domestic enrolment objectives
- Conduct research, using a range of data sources, to inform recommendations, planning and operational decision-making
- Build and maintain effective working relationships with campus partners to meet common goals
- Create, maintain, and implement operational documentation, procedures, and tracking tools to support consistency and continuity

Any other duties as assigned.

QUALIFICATIONS:

Education: University level undergraduate degree, preferably in Marketing/Sales, preferably from Nipissing University

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

Training, Experience, Knowledge & Skills Required:

- Two to three years of experience in national (Canadian) student recruitment
- Experience providing day-to-day supervision, coaching, and guidance to staff
- Excellent working knowledge of domestic post-secondary recruitment markets and pathways
- Experience with Customer Relationship Management (CRM) systems and Student Information Systems (SIS)
- Demonstrated exceptional interpersonal skills, sound judgment, inclusivity, openness and independent decision-making abilities
- Excellent communication skills including public speaking, and writing reports and proposals
- Strong oral and written communication skills
- Polished presentation and technical/multimedia skills
- Strong Interpersonal skills
- Ability to think both creatively and strategically
- Ability to adapt to changing environments while remaining flexible
- Ability to maintain confidentiality
- Must have a valid G-Class Drivers License (Full G required)

POSITION RELATIONSHIPS:

Supervised by: Associate Registrar, Recruitment

Supervises:

- Student Recruitment Officers – Full-Time (6)
- Student Recruitment and Advising Officer
- Student Recruitment Officers – Contract (varies)
- Student Staff

Internal: Students, faculty, staff

External:

- Prospective students & applicants
- Parents, family members, and supporters of prospective students
- High school guidance counsellors, teachers, and principals
- Representatives from other institutions

MATERIALS UTILIZED:

- Standard Office Equipment
- Software: Microsoft 365 (Office, Teams etc.), Customer Relationship Management (CRM) System, Student Information System (SIS)
- Nipissing University Recruitment Materials
- Automobile (Rental)
- University Issued Credit Card
- Policy and Procedure documents and manuals
- Strategic, Academic, and Marketing and Recruitment Plans

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Standing, sitting, walking and light lifting
- Multiple conflicting deadlines
- Flexible work schedule, with regular evening and weekend hours, to accommodate the needs of the department that involves on-call duties for approximately 50% of the time during peak team travel periods
- Must have a current criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted)
- Heavier lifting is required occasionally
- Frequent interruptions

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

Human Resources

Date