

Nipissing University
JOB DESCRIPTION

POSITION TITLE:	Admissions Supervisor
DEPARTMENT:	Registrar's Office
SALARY LEVEL:	SL 4
EMPLOYMENT DEFINITION (STATUS):	Administrative Contract (12 months)
SUPERVISOR (POSITION TITLE):	Associate Registrar, Admissions
POSITION CREATED/REVISED:	August 2026

SUMMARY OF FUNCTIONS:

Reporting to the Associate Registrar, Admissions, the Admissions Supervisor provides day-to-day leadership, supervision, and operational oversight for Nipissing University's admissions operations. The position supervises admissions staff, ensures applications are processed accurately and within established timelines, and supports the consistent application of admissions policies, procedures, and requirements.

The Admissions Supervisor plays a key role in maintaining operational consistency, supporting staff development and performance, and ensuring a high standard of service to applicants. Working closely with internal partners, the position contributes to a responsive, transparent, and student-centred admissions experience from application through admission decision.

DUTIES & RESPONSIBILITIES:

Team Leadership and Performance Management

50%

- Provide day-to-day supervision and leadership to the admissions team, including scheduling, work assignment, coaching, and guidance, in consultation with the Associate Registrar, Admissions
- Foster a collaborative, inclusive, and service-oriented team culture aligned with institutional values
- Monitor team productivity and service standards, ensuring timely application processing, accurate decision-making support, and consistent communication with applicants
- Ensure staff apply admissions policies, procedures, and requirements consistently and accurately across all applicant groups
- Support staff in interpreting complex applicant scenarios, including pathway, transfer credit, and conditional admission cases
- Resolve issues or concerns escalated by staff, with guidance from the Associate Registrar, Admissions
- Maintain comprehensive knowledge of Nipissing University's admissions requirements, policies, procedures, pathways, and academic regulations, and ensure this knowledge is consistently applied
- Participate in hiring and selection processes for admissions staff as appropriate
- Lead onboarding, training, and ongoing professional development of admissions team members
- Participate in performance review processes, supporting continuous improvement and alignment with departmental goals

Admissions Operations and Processing Oversight

30%

- Oversee the day-to-day admissions operation, ensuring applications are processed efficiently, accurately, and within established service standards
- Monitor application volumes, processing timelines, and decision outcomes, identifying and addressing operational pressures or risks

- Support and oversee the assessment of applications, including verification of academic credentials, prerequisite completion, and documentation requirements
- Ensure adherence to institutional policies, regulatory requirements, and audit standards in admissions processes
- Lead workflow planning and prioritization of admissions activities
- Support the development, implementation, and maintenance of admissions procedures, workflows, and documentation
- Support the determination of admission enrollment targets
- Collaborate with systems staff to support the effective use of the Student Information System (SIS) and CRM tools in managing applicant data and workflows
- Approve or review specific admission decisions or exceptions as delegated

Strategic and Operational Support

20%

- Support the implementation of admissions policies, procedures, and cycle planning under the direction of the Associate Registrar, Admissions
- Identify and escalate complex admissions issues, including those related to eligibility, credential evaluation, or policy interpretation to the Associate Registrar, Admissions
- Contribute to the review and continuous improvement of admissions processes, service standards, and documentation
- Conduct research and analysis using admissions data to support process improvements and evidence-based recommendations
- Collaborate with campus partners, including Recruitment, Marketing, Faculties, and Student Services, to support alignment with institutional goals
- Develop and maintain operational documentation, guidelines, and training resources to support consistency and continuity
- Represent Admissions at internal and external events (e.g., Open House, Ontario Universities' Fair) by providing expertise on admissions policies, processes, and ensuring a consistent, student-centred applicant experience

Any other duties as assigned.

QUALIFICATIONS:

Education: University undergraduate degree

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 post-secondary admissions, registrarial services, or a related area
- Previous supervisory experience is considered an asset
- Strong knowledge of Ontario and Canadian post-secondary admissions processes, requirements, and pathways
- Experience with Student Information Systems (SIS) and Customer Relationship Management (CRM) systems. Experience with Ellucian Colleague is considered an asset
- Demonstrated ability to interpret and apply admissions policies and academic requirements
- Strong analytical and problem-solving skills, particularly in evaluating applicant records and documentation
- Excellent interpersonal, communication, and customer service skills
- Strong written communication skills, including the ability to draft clear and consistent admissions correspondence
- Strong organizational and time management skills, with the ability to manage high-volume workflows and competing deadlines
- Ability to exercise sound judgment, maintain confidentiality, and make independent decisions within established guidelines
- Ability to adapt in a fast-paced, deadline-driven environment

POSITION RELATIONSHIPS:

Supervised by: Associate Registrar, Admissions

Supervises:

- Admissions and Enrollment Services Coordinators (4)
- Admissions Coordinators (2)
- Processing Clerk
- Student Staff

Internal: Students, faculty, staff

External:

- Prospective students
- Applicants
- Parents, family members, and supporters of prospective students
- High school guidance counsellors
- Representatives from other institutions
- Ontario Universities' Application Centre
- Other external partners (e.g., ONCAT, English Language Testing)

MATERIALS UTILIZED:

- Standard Office Equipment
- Microsoft 365 (Office, Teams etc.)
- Customer Relationship Management (CRM) System
- Student Information System (SIS)
- Academic Calendars
- Institutional policies and procedures
- Institutional reports and planning documents
- Admissions policies, procedures, and processes
- Strategic and Academic Plans

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Intense visual, listening and mental concentration
- Standing, sitting, walking and light lifting
- Multiple conflicting deadlines
- Flexible work schedule, some weekend and evening work for event representation
- 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