



JOB TITLE: Graduate Admissions Administrator

DATE:	May 2016
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REPORTS TO (job title): Manager, Graduate Studies

JOBS REPORTING (job titles): None

DEPARTMENT: Electrical and Computer Engineering

LOCATION: Main Campus

SALARY GRADE: USG 6

PRIMARY PURPOSE:

The Graduate Admissions Administrator coordinates graduate admissions activities for the MSc and PhD programs to ensure the enrolment management goals of the Electrical and Computer Engineering (ECE) department are met. S/he is a key resource person for faculty reviewers, as well as the liaison with the University Graduate Studies Office (GSO) and Engineering Graduate Office to ensure that admission objectives are satisfied to meet targeted deliverables. The applicant prospect, admissions and record management systems are complex for applying rules for admission, interpreting appropriate changes to status, and conditions of admission for final admission decisions. The Administrator identifies funding programs that can be used strategically to recruit and admit a diverse student body in a highly competitive environment.

KEY ACCOUNTABILITIES:

1.	Graduate Studies Admissions <ul style="list-style-type: none">• Administers the admissions process for all ECE graduate programs to ensure compliance with Department, Faculty of Engineering, Graduate Studies, and University requirements and conditions of admission;• Reviews and monitors application file downloads through the University application database OnBase;• Evaluates and processes a large volume of applications, adhering to established policies;• Evaluates applicants' qualifications, including calculates grade point averages and reviews transcripts to ensure admissions requirements are met;• Evaluates and applies pertinent criteria of national, international and trans-national educational programs and systems to ensure admission requirements or equivalencies are met;• Applies knowledge and understanding of Admissions policy to ensure equity in the evaluation of all applicants;• Verifies document authenticity and updates TOEFL scores, transcripts or other documents that are required before admission decisions can be finalized;• Determines when it is appropriate and necessary to deviate from policy and acts independently in determining alternative solutions, refers only unusual or difficult cases;• Prepares files and background information for special case & special needs applicants for review, and liaises with the Associate Chair to resolve admission issues;• Monitors admission files and independently assesses when completed applicant files are ready for a decision;• Coordinates distribution of applicant files among potential supervisors for consideration and
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	<p>acceptance decision of potential students;</p> <ul style="list-style-type: none"> • Provides data on application status to assist faculty members making funding decisions; • Communicates issues and makes recommendations as necessary to ensure that deadlines are achieved and that the work completed meets the high degree of accuracy required; • Disseminates recommendations for final approval by the Associate Dean of Engineering Office for admission acceptance; • Acts as the key liaison for the submission of admission recommendations to the University Graduate Studies Office; • Prepares <i>Offer of Admission/Acceptance Letters</i> for accepted students, obtains appropriate authorization, and ensures correct interpretation and adherence to graduate regulations as they apply to Offer Letters and Recommendations; • Tracks and updates the ECE student record database for acceptance status, deferrals, enrollment status changes and acceptances; • Ensures admission requirements (TOEFL, GPA, final transcripts, etc.) are complete for accepted applicants; • Communicates with applicants and faculty members regarding outstanding documentation or periodic application issues; • Investigates complex student requests, resolves complicated problems, summarizes and prepares recommendations to applicants; • Communicates adverse decisions with explanation, and recommends options/ alternatives to the applicant if appropriate; • Keeps abreast of international agreements that may affect admission decisions; • Follows-up with applicants by email once admission decisions have been made to ensure students confirm acceptance.
<p>2.</p>	<p>Admissions counselling</p> <ul style="list-style-type: none"> • Acts as the first point of inquiry for prospective graduate students and responds to inquiries relating to the department's program offerings, activities and policies, and faculty research interests; • Interacts with students and advisors needing direction with on-line admission services for prospective students and applicants; • Provides advice on the application process, eligibility requirements and regulations; • Resolves complex admission issues and problems in conjunction with the Associate Chair; • Evaluates diverse candidates' personal, educational and work background together with educational/career goals and objectives and provides appropriate recommendations and alternatives; • Responds to inquiries from distressed applicants who have been denied admission; • Elaborates on adverse admission decisions which requires a thorough knowledge of policies and procedures to uphold the decision; • Responsible for the arbitration and/or facilitation of appeals and manages conflict resolution which can involve diffusing typically volatile situations; • Counsels applicants on alternative options (i.e. upgrading, appropriate course of action to realize career goals, etc.); • Communicates with international educational institutions, government departments, funding agencies, etc. concerning unique problems pertaining to admission, study permits, scholarships, etc.
<p>3.</p>	<p>Data Collection/Reporting/Committee Support</p> <ul style="list-style-type: none"> • Prepares data extracts to assist in the academic decision-making process for admissions; • Provides reports and other statistical data to the Associate Chair and others as requested; • Participates in special research projects as required (e.g. tracking how international students are progressing and if current admission criteria support success); • Maintains inquiry and application statistics for use in departmental reports and appraisals;

	<ul style="list-style-type: none"> Provides prospect, application and admission data for planning purposes.
4.	<p>Graduate Funding Strategy</p> <ul style="list-style-type: none"> Ensures graduate funding support is detailed in offers of admissions to provide a competitive package for potential students; Evaluates confirmed applicants' records to determine scholarship eligibility; Liaises with the Faculty of Graduate Studies to ensure all applications are processed accurately, meet all award guidelines and are submitted by the required deadline; Coordinates with Scholarship Committee to ensure external scholarship programs such as SSHRC and OGS are captured for application review and ranking; Participates on the Awards Committee to select eligible recipients for a scholarship or an award and to ensure fair distribution of awards.
5.	<p>Recruiting</p> <ul style="list-style-type: none"> Promotes the graduate programs of the department; Reviews and updates the Graduate Studies website regarding admissions information; Participates in recruitment events; Provides input on promotional materials e.g. brochures; Other related responsibilities based on the recruitment plan developed by the Associate Chair and Faculty Recruitment Coordinator.
6.	<p>Other</p> <ul style="list-style-type: none"> Participates on University level Admissions and Records working groups as required to help represent the interests of the Department; Maintains the ECE Graduate Admissions procedure manual; Recommends and facilitates the introduction of new technologies and methods to enhance efficiency and streamline procedures; Special projects and other duties as assigned by the Manager and Administrative Officer.

POSITION REQUIREMENTS:

Education: 2 year college diploma or equivalent education and experience.

Experience: Several years related experience in an academic environment.

Technical:

MS Word	Excel	PowerPoint	Other
Intermediate	Intermediate	Basic	FileMaker-Pro: Proficient OnBase: Intermediate Quest: Intermediate SharePoint: Intermediate

NATURE AND SCOPE:

• **Interpersonal Contacts:**

Internally, Associate Chair Graduate Studies, Engineering Graduate Office, Graduate Studies Office, faculty members, and other University support offices.

Explains complex academic regulations, program requirements and adjudication decisions,

Externally, the incumbent manages communications with prospective students and applicants and must be familiar with University and department admission requirements.

• **Level of Responsibility:**

Works independently with minimal supervision and only unusual or complex cases are referred to the Manager or Associate Chair. Errors in the Master's and PhD Admissions process could mean a qualified individual is denied admission or does not receive financial support.

• **Decision-Making Authority:**

Evaluation of international student applications, grade point averages, transcripts etc. requires extra complex problem solving skills.

• **Physical and Sensory Demands:**



This role requires a substantial amount of time spent sitting at a computer with repetitive keyboard movements. The incumbent must possess sensitivity to cultural differences and an appreciation for the diverse backgrounds and experiences of the department's student body.

- **Working Environment:**

Travel: Some local travel to recruitment events or for conferences.

Working Hours: Some overtime may be required.

This role involves minimal psychological risk resulting from ambiguity of situations and shortcomings in data, and some internal clients may be demanding, may request breaking policy, and some situations may require escalation. This role involves high volume of applications and including multiple and/or tight deadlines beyond one's control (e.g. multiple stakeholder demands). Constant interruptions (e.g. phone, e-mail) are an integral part of the position.

Qualifications

- Post-secondary education or equivalent education and/or experience.
- Several years administrative experience, preferably in an academic environment working with students.
- Excellent computing skills using MS Word, Excel, databases, email, and familiarity with web-based data management systems.
- Excellent communication (both written and verbal) skills with proven ability to articulate and interpret issues, guidelines or policies to others clearly and without error.
- Ability to take initiative, set priorities, and remain organized in a deadline driven environment required.
- Demonstrated ability to work independently and remain focused in a high volume environment.
- Thoroughness, accuracy, and attention to detail are essential.
- Demonstrated problem solving skills and good judgement required to interpret inquiries.
- Demonstrated ability to handle confidential materials and work together with a wide range of stakeholders.
- Ability to interact with people from a wide variety of backgrounds and cultures in a professional and diplomatic manner.
- Strong analytical skills to coordinate data collection and report preparation.
- Working knowledge of university systems such as OnBase, Quest and SharePoint is an asset.
- Comprehensive understanding of university policies and procedures as they relate to graduate studies an asset.
- Knowledge of admissions criteria and/or international education systems desirable.