

Job Description

Job Title:	Graduate Admissions Administrator
Department:	Electrical and Computer Engineering
Reports To:	Manager, Graduate Studies
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 2021

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 and Postdoctoral Affairs office (GSPA) and Engineering Graduate Studies Office (EGSO) to ensure that admission objectives are satisfied and meet targeted deliverables. The Administrator identifies funding programs that can be used strategically to recruit and admit a diverse student body in a highly competitive environment. The Administrator is a key component of the quality of student experience in ECE. S/he must have an appreciation for the diverse backgrounds and experiences of the department's student body.

Key Accountabilities

Graduate Studies Admissions

- Administers the admissions process for all ECE research 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, as well as Odyssey systems;
- 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 acceptance decision of potential students;

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- 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;
- Prepares Offer of Admission/Acceptance Letters 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.

Admissions counselling

- 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 Graduate 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.

Data Collection/Reporting/Committee Support

- Prepares data extracts to assist in the academic decision-making process for admissions;
- Provides reports and other statistical data to the Manager, Graduate Studies and Associate Chair, as requested;
- Participates in special research projects as required;

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- Maintains inquiry and application statistics for use in departmental reports and appraisals.

Graduate Funding Strategy

- 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;
- Coordinates with the Graduate Funding Coordinator to ensure external scholarship programs such as NSERC and OGS are captured for application review and ranking.

Recruiting

- 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;
- Other related responsibilities based on the departmental and Faculty of Engineering recruitment plan.

Other

- 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, Graduate Studies.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's Degree or equivalent education and experience in a related field

Experience

- Three plus years related experience in an academic environment. Student advising experience preferred

Knowledge/Skills/Abilities

- Comprehensive understanding of university policies and procedures as they relate to graduate studies is strongly preferred
- Intermediate to advanced skills with Microsoft Office, databases and other web based applications required – Excel, Word, Outlook, SharePoint, FileMaker, WCMS, PeopleSoft, and student information systems such as Quest and OnBase
- Ability to learn and adapt to specialized software and systems at the University
- Unwavering commitment to client-centered service and a positive, dynamic, outgoing approach in interactions with students, clients, and colleagues
- Ability to maintain confidentiality and appropriately handle confidential data and information
- Ability to think and act quickly and effectively under pressure, exercising tact, diplomacy, discretion and good judgement
- Ability to identify and assess problems, and to develop and implement creative ideas for solving non-routine situations

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- Effective information gathering and analytical skills
- Proven ability to manage multiple priorities with a high level of initiative, flexibility, thoroughness, accuracy, and attention to detail, with minimum supervision is essential
- Ability to set priorities and remain organized in a deadline driven environment required
- Excellent written and verbal communication skills including the ability to articulate and interpret issues, guidelines or policies to others clearly and without error.
- Multi-cultural competency with the ability to work with diverse student body in a crosscultural environment
- Demonstrated advising skills with the ability to support students through difficult situations
- Proven ability to create and maintain effective working relationships with faculty, staff, and students
- Experience in event planning and group presentation skills an asset

Nature and Scope

- **Contacts:** : Internally, Associate Chair of Graduate Studies, Graduate Office, Manager of Graduate Studies, Faculty, Engineering Graduate Studies Office, Graduate Studies and Post Doctoral Affairs, staff, and other University support offices. Externally, the incumbent manages communications with prospective students and applicants. Interactions require understanding, influencing and supporting others, through applying knowledge. Persuasiveness and assertiveness as well as sensitivity needed to deal with situations. The Administrator must possess sensitivity to cultural differences and an appreciation for the diverse backgrounds and experiences of the department's student body.
- **Level of Responsibility:** The Administrator evaluates a high volume of applications under minimal supervision. The position requires regular exercise of independent action within defined policy parameters. S/he must be aware of alternate solutions for the applicant and must be able to articulate those solutions. Errors in the admissions process could mean a qualified applicant is denied admission. Role has indirect impact on department budget through tuition revenue.
- **Decision-Making Authority:** Evaluation of international and domestic student applications, grade point averages, transcripts etc. requires complex analysis and problem solving skills. The admissions systems can also be complex. Must accurately apply rules and conditions of admission for final admission decisions. Adheres to established policies, but determines when it is appropriate and necessary to deviate from policy. Acts independently in determining alternative solutions. Extraordinary issues are referred to the Graduate Officer or Manager of Graduate Studies with recommendations for solution or action.
- **Physical and Sensory Demands:** Long periods of sustained attention and concentration to verify accuracy and completeness of various academic data and compiling information from various sources. There is a daily need to give close attention to information and instructions given verbally by faculty administrators and colleagues. Must possess mental fortitude and patience in cross-cultural and interpersonal relations with a large international clientele. Must be flexible and adaptable in a frequently changing and evolving environment. Thoroughness, accuracy, and attention to detail in a high-volume, multitasking environment is essential.
- **Working Environment:** Working Hours: Some overtime may be required during peak periods. This role involves minimal psychological risk resulting from exposure to some disagreeable situations or conversations, or the requirement to enforce policy. There are deadline pressures and work priorities may change regularly as the volume of work varies with frequent interruptions and multiple demands from multiple clients. There may be ambiguity of situations and shortcomings in data, and some situations may require escalation. This role involves a very high volume of applications. Will encounter applicants seeking advice who may be upset or emotional.