

JOB DESCRIPTION

JOB TITLE: Engineering Admissions Specialist

DATE: March 2017

REPORTS TO (job title): Associate Director of Admissions, Faculty of Engineering

JOBS REPORTING (job titles): None

Grade: USG 8

LOCATION: Engineering Undergraduate Office

PRIMARY PURPOSE: Reporting to the Associate Director of Admissions, Faculty of Engineering, the Engineering Admissions Specialist's duties involve responding to applicant inquiries about Engineering admissions; receiving, tracking and processing internal transfer requests; co-ordinating video interview assignments; and assisting with Admission Information Form (AIF) reviews. Responsibilities extend to all undergraduate programs in the Faculty of Engineering, excluding Architecture.

KEY ACCOUNTABILITIES:

1.	Admissions <ul style="list-style-type: none">• Serve as primary contact for admission enquiries through email (enginfo) and phone and responsible for providing accurate and up-to-date information pertaining to all aspects of the Faculty of Engineering.• Respond to inquiries from applicants and their parents, teachers and guidance counsellors regarding the application process and admission requirements, or direct inquiries to others where more appropriate.• Assist with downloading and reviewing Admission Information Form (AIF) materials• Manage the day-to-day operations of the micro-scholarships program (Raise.me) and respond to applicant inquiries on that topic.• Manage the day-to-day operations and volunteer reviewers of the Engineering online interview
2.	Internal Transfers <ul style="list-style-type: none">• Serve as primary contact for inquiries about program transfers within Engineering and from other Faculties, monitoring the email address for that purpose (eng.transfers).• Provide initial feedback and advice to students, by email, phone or meeting.• Track Plan Modification requests and assemble all relevant information.• Facilitate transfer decision-making with Director and/or Associate Director.• Co-ordinate approved transfer cases with the Engineering Undergrad Office, Registrar's Office, CECA, and others as required.• Communicate declined transfer cases and provide information and academic counselling where necessary.
3.	Recruitment <ul style="list-style-type: none">• Assist with the planning and attendance at on-campus open house and other recruitment events, which may include presentations in front of large crowds.• Meet with visiting applicants and families when Associate Director is unavailable.• Identify trends in inquiries and make suggestions regarding recruitment messaging and communications.• Pull together admission extracts for faculty partners regarding various recruitment initiatives.
4.	Internal Processes <ul style="list-style-type: none">• Help with recruitment, training, and tracking of video interview reviewers• Interact with MUR and other groups on campus to co-ordinate processes and consistent messaging to inquiries.

POSITION REQUIREMENTS:

Education: Bachelor's degree, or college diploma with significant university experience.

Experience: Experience with proven track record of success in one or more areas of recruitment, admissions, student advising, or undergraduate program co-ordination. Good public speaking and excellent oral and written communication skills required.

Technical:

MS Word	Excel	PowerPoint	Other
Basic	Intermediate	Basic	Basic to intermediate experience with Microsoft Office. Experience using on-line student information systems. Experience or aptitude for Microsoft Access database use.

NATURE AND SCOPE:

Interpersonal Skills:

- Work closely with others in the Engineering Undergraduate Office to facilitate program transfers, and the Registrar's Office and MUR group on any issues dealing with admissions and transfers.
- Communicate with Engineering faculty, staff and students to facilitate video interview reviews.
- Tailor communications (content, style, and medium) for diverse audiences, ranging from applicants to students to faculty and staff.
- Represent UW Engineering at events for prospective students and their families including the Ontario Universities' Fair in Toronto, Fall Open House, March Break Open House, You@Waterloo and other occasional events.
- Meet and advise current students, applicants and families, and others about admissions and transfers policies and procedures.
- Respond to routine email and phone inquiries, with accurate, concise, and clear communications. Recognize when and where to re-direct questions or escalate responses.
- Prepare and deliver presentations and training to on-campus groups about admissions and related processes.
- Have awareness and appropriate handling of cultural norms for a wide variety of applicants from various regions around the world.

Level of Responsibility:

- Act as a conduit between prospective students and members of the Engineering Admissions Team and/or Engineering Recruitment Team
- Report problems and issues to the Director and/or Associate Director where current practice may not be to the best advantage of applicants and/or Engineering. Provide viable solutions/suggestions for recommended change where possible.
- Evaluate AIF's and assess scores on key points, according to internal guidelines and policies. Train and provide guidance to others to assist with this work.
- Help recruit video interview reviewers and manage their assignments. Assist with the training of reviewers, and monitor the quality of work.
- Complete tasks independently and recognize situations where advice and assistance is required.
- Take over routine tasks of the Associate Director when s/he is unavailable.

Decision-Making Authority:

- Make decisions on correct responses or actions to a wide variety of inquiries and situations, within established policies and procedures.
- Make recommendations regarding changes in processes to improve efficiency or to respond to novel situations.
- Recognize and decide when to direct queries or complaints to others within the team or university.

Physical and Sensory Demands:

- Minimal physical and sensory demands typical of a staff member operating within a university service department, with significant amounts of time spent at a computer workstation.
- Able to attend recruitment events on and off-campus for periods of several hours and verbally interact with prospective students and parents.
- Able to make presentations to groups for educational and training purposes related to admissions.

Working Environment:

- The Admissions Specialist will handle a large volume of inquiries by email, telephone and in-person. At certain times, the inquiries will be voluminous but potentially repetitive.
- Recruitment activities will demand significant occasional evening and weekend work, including travel to Toronto for the Ontario Universities Fair.
- There may be limited opportunities for vacation time during the January to May timeframe each year.