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
   - 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
   - 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
   - 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
   - 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:**

<table>
<thead>
<tr>
<th>MS Word</th>
<th>Excel</th>
<th>PowerPoint</th>
<th>Other</th>
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</thead>
<tbody>
<tr>
<td>Basic</td>
<td>Intermediate</td>
<td>Basic</td>
<td>Basic to intermediate experience with Microsoft Office. Experience using on-line student information systems. Experience or aptitude for Microsoft Access database use.</td>
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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.