

JOB DESCRIPTION

Dept.: Admissions

Working Title: Admissions Coordinator (287)

Date: August 2012

Job Class: 13

PRIMARY FUNCTION:

To plan, organize and evaluate student services in the Office of the Registrar, and to coordinate student admission and transfer credit procedures that directly influence the impact of student services regarding admission, registration and retention of students across all Kwantlen campuses.

JOB DUTIES AND TASKS:

1. Coordinate the functions and activities of Kwantlen Polytechnic University Admissions offices:
 - a. Monitor, assess and evaluate service levels, and research and analyze options for change to services, policies, practices and procedures to better meet student needs and the needs of all Kwantlen clients.
 - b. Research and evaluate operational processes external to Kwantlen in order to develop recommendations for improvement of current services and service levels.
 - c. Review curriculum content in the University calendar to ensure compliance with approved program content and Senate-approved changes.
 - d. Assess and distribute workload to offices including ensuring adequate staff levels and re-locating staff resources as required.
 - e. Establish annual admission timelines
 - f. Monitor registration system and troubleshoot for limited enrolment programs. Assist staff with manual student registration as required.
 - g. Develop, maintain and update reference and procedure manuals, and training materials.
 - h. Determine fees and refunds including discretion to waive some fees and receive payments and administer refunds.
 - i. Assess potential candidates for positions in the Office of the Registrar through participation on hiring committees.
 - j. Supervise and monitor staff performance including conducting performance appraisals.
 - k. Conduct and/or arrange training and develop and maintain related presentations, manuals and materials.
 - l. Approve schedule changes, vacations and overtime according to operational needs.
 - m. Facilitate the maintenance and development of the Office of the Registrar systems, including the student records system by evaluating system functions and recommending and implementing changes.
 - n. Conduct necessary Admission testing in Banner for all scheduled Banner system upgrades.
 - o. Advise and provide information to staff, students, faculty and administrators on the admissions and transfer credit evaluation process.
 - p. Ensure international admissions practices are supportive of and aligned with current immigration policies as established by Citizenship and Immigration Canada.
 - q. Participate on curriculum committees in order to provide information on Admission and registration process as they relate to curriculum design.
 - r. Review and respond to inquiries regarding admission policies and deadlines in order to expedite the admissions process.
 - s. Recommend wording and approach for admission letters and related correspondence.
 - t. Provide insight and suggestions on the wording and design of the Application for Admission/Readmission, and update as required.
 - u. Maintain records of applicant issues/problems and ensure compliance with reporting requirements for Incident Reports regarding student or applicant conduct.

- v. Assess problems regarding procedural, technical or staff training issues; determines follow up requirements and corrective action.
 - w. Modify practices/procedures accordingly.
 - x. Advise other personnel regarding procedures and initiatives that directly affect the admission, registration and retention of students.
 - y. Interpret in-house and standardized admission tests for various University programs and courses.
 - z. Respond to queries, both written and oral, concerning documentation and program admissibility, admissions, and registration procedures and policies.
 - aa. Prepare various reports and information such as student enrolment levels and others statistics related to admissions.
2. Ensure compliance with Kwantlen Polytechnic University admissions policies and procedures:
- a. Ensure that students are selected for programs and assessed for transfer credit according to college policy and priorities.
 - b. Monitor correspondence with students such as acknowledgment letters, acceptance letter and letters of rejection. Consult with Manager to develop new correspondence as necessary.
 - c. Exchange information with program coordinators, various departments and other resources to ensure that admissions information, policies and procedures are kept up-to-date.
 - d. Review policies and procedures, recommend and implement changes as required.
 - e. Maintain and update validation and rules tables for admissions and the online application.
 - f. Assess out-of province high school transcripts and determine equivalents.
 - g. Respond to enquiries and complaints and take appropriate action as required.
 - h. Assess and determine student eligibility in special circumstances.
 - i. Approve/decline student requests for Special Admission, Reinstatement and refunds of Admission Deposits.
 - j. Request statistical information from other departments as needed.
 - k. Assist with registration practices and procedures.
 - l. As needed, register students in courses and assist students with forms and procedures.
3. Related duties:
- a. Maintain and update student records and registration system database.
 - b. Order supplies and materials and sign for receipt of goods.
 - c. Compile cost data for budget and provide input regarding staffing and resource requirements.
 - d. Assist the Marketing Department with development and revision of admission materials.
 - e. Provide recommendations on requests for variance.
 - f. Assist with graduation ceremonies as required.
 - g. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

Reports to Manager, Admissions and Transfer Credit.

SUPERVISION/DIRECTION EXERCISED:

Coordinate activities of the Campus Admissions Supervisors, including training, conducting performance appraisals coaching and monitoring work performance. Assist Campus Admissions Supervisors with coordinating activities of Admissions Assistants, including support for training, conducting performance appraisals, and monitoring work performance.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Maintain and update student records system database; maintain and update web application tables, release confidential student information according to procedure and current FOIPOP regulations, referring to designated personnel as required. Maintains confidentiality of sensitive information regarding students or staff.

FINANCIAL RESOURCES:

Order office supplies and sign for receipt of goods; authorize overtime; determine fees and refunds including discretion to waive some fees; receive cash payments.

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. A minimum of five (5) years' experience in progressively responsible administrative support positions preferably in an Office of the Registrar at a post-secondary institution, including at least three (3) years' experience in an supervisory position.
2. A minimum of two (2) years of post-secondary education or an equivalent combination of education and experience. Bachelor's degree is preferred.
3. Formal training and/or extensive acquired knowledge in computing, including high level proficiency using BANNER Student, or a similar student records-based system and Microsoft Office.
4. Demonstrated exceptional customer service skills, including dealing effectively with a diverse range of people and situations. Experience monitoring a telephone/call system.
5. Experience overseeing admissions processes, including demonstrated knowledge of transfer credit, for domestic and international applicants.
6. Familiarity with international admissions, foreign credential evaluation, and various education systems as well as immigration policies.
7. Experience in planning and presenting training activities.
8. Experience in developing and administering employee performance standards, and conducting performance appraisals.
9. Excellent communication skills, both written and verbal, including experience in public speaking.
10. Demonstrated analytical skills, including problem-solving and needs analysis.
11. Excellent organizational skills, including the ability to multi-task, set priorities and meet strict deadlines.
12. Ability to work independently, exercise good judgment and demonstrate initiative.
13. Ability to develop flexible approaches toward work procedures and to improvise satisfactory alternatives as required.
14. Ability to establish and maintain effective working relationships with University administration, faculty, staff and students.
15. Aptitude for exacting and precise work.
16. Knowledge of University programs and courses and demonstrated ability to keep up to date with credit, non-credit and continuing education University offerings, University and program admissions, transfer credit and registration policies, tuition fees, timetable changes, class cancellations etc.
17. Full command of the English language, both written and oral. Second language an asset.

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