UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk PB8

TITLE: Admission Assistant

DEPARTMENT: Undergraduate Admissions

POSITION NO: 995631, 995819, 997857, 997886, 997887, 997888, 997889, 997919, 997970

SUPERVISOR: Admission Officer, Undergraduate Admissions

LAST UPDATED: January 2017

SUMMARY:
Student Affairs at the University of Victoria helps to transforms students’ lives by supporting and inspiring the highest standards of student learning and success, community engagement and staff development. The Division is comprised of over 30 reporting units in six departments: Athletics and Recreation, Campus Services, Indigenous Affairs, Office of the Registrar, Student Recruitment and Global Engagement, and Student Services. The comprehensive and integrated range of services we provide make Student Affairs one of the most dynamic and diverse divisions on campus. Together, we support UVic’s vision “to be a university of choice for outstanding students, faculty, and staff from BC, Canada, and around the world.

As part of the larger Division of Student Affairs at the University of Victoria, the Office of the Registrar (OREG) places students at the centre of its operations in the provision of core institutional services and systems. The services offered by OREG include undergraduate and graduate admission, registration, course/exam scheduling, academic records management, curriculum/calendar, scholarships/financial aid and graduation. The Office of the Registrar collaborates closely with academic and administrative partners as well as external stakeholders to provide outstanding service and support to students, parents, faculty and staff.

Undergraduate Admissions processes, evaluates and conveys admission decisions to approximately 18,000 applicants annually in an effort to achieve university enrollment targets and support Objective #2 of the University’s strategic plan to ‘recruit and retain outstanding students’ to the University of Victoria.

Reporting to an admission officer, the Admission Assistant is an important member of the Undergraduate Admissions team and often the first point of contact for new applicants to the University of Victoria throughout the annual admission cycle. Each admission assistant works within a sub-team, consisting of one or two admission assistants and an admission officer that manage a portfolio of new applicants to the university.

Responsibilities include examining and editing applications; monitoring applicant documents and pre-screening files; determining transfer credit; maintaining student record data in the student information system; as well as monitoring and responding to enquiries from applicants, parents, counsellors, agents and on-campus departments.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Examine/edit applications and initial documents for admission. (25%)
### Duties:
Using judgment and knowledge of the requirements:
- Determine whether it is appropriate for the application to be submitted to Undergraduate Admissions and re-route if necessary
- Edit data from the admission application into the Banner Student system
- Review academic background information provided by the applicant and determine the correct required documentation, as well as make an initial evaluation regarding the language proficiency requirement
- Adjust required application fees; identify and request refunds when appropriate
- Adjust requested program and/or entry point based on academic background
- Ensure documents uploaded during submission of the on-line application are correctly indexed and modified if necessary
- Search and match previously-received documents to applicants’ files using a combination of Banner and ING database information
- Create Excel spreadsheets for selective programs in SharePoint with initial applicant data, to be used by the admission officer and departmental contact during the evaluation/selection process

### 2. Responsibility: Monitor applicant documents and pre-screen files. (25%)

### Duties:
Using judgment and knowledge of the requirements:
- Monitor and track applicants’ progress during the admission cycle
- Scan paper documents and index to applicants’ records via BDMS Extender system using multiple codes
- Inspect and validate scanned documents processed by the Scanning Team to ensure correctly indexed codes are on the applicant’s checklist and maintain quality assurance
- Evaluate whether transcripts and assessment scores are official, unofficial or fraudulent; update coding in Banner and take appropriate action
- Edit and update decisions for selective programs in SharePoint, AIRS and Banner as additional information is received
- Pre-screen files to determine when there is sufficient information for an admission officer to make an evaluation; in some cases this may include a preliminary calculation of a high school or transfer admission average
- Record and perform program/entry point changes as requested by the applicant or department
- Run and interpret FAST reports to identify applicants and their status during various stages of the admission cycle
- Generate reports regarding selective programs from spreadsheets in SharePoint
- Admit International Exchange, International Exchange Coop and Visiting students on letters of permission from universities within Canada and inform appropriate department of the decision
- Inactivate future registration of International Exchange, International Exchange Coop and Visiting students on letters of permission from universities within Canada
- Collect, record and organize documentation to assist the admission officer in preparing appeals to the Senate Committee on Admission, Re-registration and Transfer (SCART)

### 3. Responsibility: Determine transfer credit. (10%)

### Duties:
- Determine potential eligibility for admission to decide if a preliminary transfer credit assessment should be prepared prior to the application being evaluated by an admission officer
- Enter course data for transcripts received from post-secondary institutions or external examination boards into the Transfer Credit System (TCS)
• Proofread course titles on transcripts to ensure a match in TCS; notify Transfer Credit Clerk and alert the Admission Officer when there is a mis-match
• Generate appropriate notification of transfer credit assessments to students and departments using TCS
• Assign transfer credit and notify applicants who have completed Advanced Placement and International Baccalaureate courses
• Maintain the Transfer Credit System through regular data clean up; identify and remove Admission Officer assignments on inactive students’ files

4. **Responsibility:** Maintain data in student information systems. (10%)

**Duties:**
- Regular maintenance of data in multiple Banner Student System forms:
  - Facilitate resolution of student id issues by identifying when multiple V#s should be consolidated into a single student number or two different student ids have been assigned to a single V# and should be split apart
  - Request the creation of new institution codes in STVSBGI, including researching official school name and location information
  - Re-set student PIN numbers
  - Update address and other biographic information in SPAIDEN, SOAFOLK, etc.
  - Adjust immigration status in GOAINTL to ensure the correct tuition fees are charged
  - Enter missing BC high school course grades in SZAHCRS when not received as part of the regular data file
  - Record Canadian secondary schools courses in SOATEST for prerequisite checking
  - Enter codes in SAADCRV and SAARRAT to reflect the outcome of department selection decisions
  - Record deferral requests on SAADCRV, update the SAAADMS checklist with the appropriate code, as well as scan and index the supporting documentation
  - Maintain and update data in other Banner forms as required

5. **Responsibility:** Monitor and respond to enquiries. (25%)

**Duties:**
- Monitor and respond to enquiries via telephone, email, letters, website, or through Banner Relationship Management (BRM) in the following ways:
  - Act as the first point of contact for enquiries to Undergraduate Admissions and often the University of Victoria
  - Recognize diversity and cultural differences during interactions with applicants; use different communication styles to better meet the needs of a variety of applicants and non-native English speakers
  - Provide student-centred service that ensures an excellent application experience
  - Verify the identity of applicants or their designated representative (proxy)
  - Adhere to ethical and confidentiality guidelines as indicated by Freedom of Information & Protection of Privacy (FOIP) act, and follow ethical and confidentiality guidelines of the institution
  - Provide general admission and processing information by answering questions from applicants and their designated representatives (parents, counsellors, agents and others) regarding required documentation, the current status of their file, timing of decisions and transfer credit
• Provide assistance to admitted applicants regarding the deferral process
• Provide information to refused applicants regarding appeal procedures
• Understand and identify when it is more appropriate to forward the enquiry to an admission officer or other campus contact
• Compose and/or order appropriate correspondence to the applicant via email or through BRM regarding required documentation or admission status
• Record pertinent information and interactions in BRM
• Monitor and update incoming/outgoing BRM communication and manage own BRM watch list
• Act as the initial contact for department personnel for selective programs and Academic Advising

6. **Responsibility:** Other office duties as required (5%)

**Duties:**
• Create and update process/training manuals
• Maintain confidential student files – filing, archiving, confidential destruction
• Mailing; process returned mail
• Photocopy records
• Annual file clean-up
• Process online financial transactions e.g. Moneris
• Assist the Admission Officer in research projects by gathering information through in-house reference materials or other credible online resources
• Provide functional expertise during user testability for technical project implementation or upgrades
• Assist with other projects as required

**REQUIRED QUALIFICATIONS:**

**Skills:**
• Advanced Microsoft Office skills including Outlook, Word, PowerPoint and particularly Excel.
• Demonstrated intermediate level of technical proficiency in working with computer systems, programs and data files such as SharePoint, and Adobe Pro
• Excellent analytical, problem solving, quality control and attention to detail skills.
• Ability to function in a highly demanding, multi-tasking environment.
• Highly organized and able to manage high volumes of time-sensitive information accurately.
• Excellent communication and interpersonal skills; ability to explain complex admission requirements
• Ability to maintain confidential, highly-sensitive and private information.
• Team-oriented and student-centred, with a genuine interest in the student experience.
• Commitment to UVic's strategic goals regarding student recruitment and retention.

**Specialized Knowledge/Education:**
• High school graduation; one or more years of post-secondary education preferred.
• Familiarity with complex information systems such as such as financial, customer accounts or student records systems (e.g. Banner, FAST, TCS(Transfer Credit System), and BRM (or other CRM product).
• Knowledge and understanding of the academic calendar including admission requirements would be an asset.
• Understanding of the Freedom of Information & Protection of Privacy (FOIP) as it relates to student records, as well as the ethical and confidentiality guidelines of the institution.

**Experience:**
• 3 or more years working in an administrative or clerical position in a high-volume, customer-oriented
organization, including experience with large and complex databases such as financial, customer accounts or student records systems

- Experience gained in a post-secondary (preferably a registrar's/admission office) is preferred.

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>