PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>993084, 993135, 993740, 994930, 994931, 994937, 999125, 999127, 992076</th>
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<tbody>
<tr>
<td>Position Title</td>
<td>Admission Officer</td>
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<tr>
<td>Department</td>
<td>OREG – Undergraduate Admissions</td>
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<td>Reports to</td>
<td>Admission Coordinator</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 2 Indirect 1 or more</td>
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<tr>
<td>Classification Level</td>
<td>SG 9</td>
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<tr>
<td>Last Updated</td>
<td>March 2018</td>
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2. Position Summary

Undergraduate Admissions is a unit consisting of approximately 20 staff in the Office of Registrar within the Division of Student Affairs. 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 the Admission Coordinator, the Admission Officer is an important member of the Undergraduate Admissions team throughout the annual admission cycle, and is often a first point of contact for applicants to the University of Victoria.

The Admission Officer is self-directed while managing and evaluating a high-volume portfolio of domestic and international applications that must be assessed quickly and accurately to support institutional enrollment goals. The Admission Officer supervises one or more unionized Admission Assistants and is also required to participate in on/off-campus recruitment events. Problem-solving, critical thinking, a strong service orientation, good judgment, tact, diplomacy, presentation skills and professionalism are all essential for success in this position.

Occasional overnight travel may be required for this position.

3. Key Responsibilities and Expectations

<table>
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<th>Key Responsibilities.</th>
<th>Expectations:</th>
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<tr>
<td>% of time</td>
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<tr>
<td>Academic Assessment &amp; Portfolio/Department Coordination 40%</td>
<td>• Coordinate annual decision/selection process for assigned portfolio</td>
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<td>• Interpret/apply policy and calendar regulations.</td>
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<td>• Evaluate academic transcripts from all domestic and international secondary/postsecondary systems world-wide; convert grading scales; grant waivers when appropriate.</td>
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<td>• Assess language proficiency and status of Academic Writing Requirement.</td>
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<td>• Provide reports/academic evaluations and liaise with campus departments to aid them in their selection process.</td>
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| Special Projects/Research 20% | • Research education systems by provincial or country-specific curriculum, keeping informed of emergent changes.  
• Research information when an application cannot be evaluated using established guidelines and policies for presentation to the Director, along with recommendations.  
• Identify and suggest procedure and policy changes to achieve better student service or to provide greater clarity.  
• Participate on technology upgrade or business process review projects as the assigned SME; provide input on functional requirements to improve productivity and efficiency;  
coordinate unit-level functional testing.  
• Present research or project updates/outcomes as required.  
• Other special projects/research as assigned by the Admission Director or Coordinator. |
| Field Enquiries/Advise 15% | • Act on behalf of the University to provide information, advice and guidance to applicants, parents and counsellors regarding the general admission process, as well as the specific academic evaluation and selection process.  
• Provide options/advice to refused applicants for gaining admission in the future.  
• Guide and support refused students who wish to submit a senate (SCART) appeal; write a summary and submit personal documentation to SCART on behalf of students.  
• Determine when an applicant or current student has “Failed to Disclose” information during the initial application process; contact the student to advise them of the calendar regulation and the required appeal process to remain at the University; write a summary and submit personal documentation to SCART on behalf of students.  
• Field enquiries from government officials regarding student visa status and other document verification. |
| Transfer Credit Evaluation 10% | • Assess eligibility and maximum limits of transfer credit based on correct application of calendar regulations; assign correct values using an in-house transfer credit database (TCS)  
• Request that new transfer credit evaluations be added to the database using knowledge and research of various credit/education systems world-wide to determine level and appropriate credit values.  
• Convey outcome and rationale to applicant. |
| Supervision/Training 10% | • Provide formal supervision to one or two admission assistants who work on the same portfolio of applications by providing feedback about quality of work, organizing workload, monitoring progress, etc.  
• Provide informal supervision to additional admission assistants and/or work study students who are informally or temporarily assigned to various components of the portfolio during busy time periods. |
• Organize and chair selection committees for the CUPE hiring process; prepare interview materials; check references; provide feedback/outcome to applicants.
• Complete performance evaluations, approve earned days off, monitor/review sick time and sign off on time sheets; approve vacation days in consultation with the Admission Coordinator.
• Train new staff and provide input to annual staff development needs.
• Provide informal training to departments on new/changing procedures and technologies used in Admissions/OREG

Recruitment 5%

• Effectively deliver in-person recruitment presentations to a variety of audiences including prospective applicants/parents/counsellors; communicate information on admission policies and procedures; on or off campus, including travel.
• Meet with students and parents; assist students in determining their educational courses, options and goals.
• Prepare and lead semi-annual training/update presentations to Recruitment team.
• Create PowerPoint presentations as required.

4. Classification Factors:

Problem-Solving:
Effective analytical and problem solving skills are essential to this position, as well as strong self-directed time management ability in evaluating domestic and international applications with various international transcripts and credentials. The global mobility of applicants requires in depth knowledge of international education systems and the analytical ability to determine equivalencies. Problems are varied where solutions are not easily found, but are generally guided by policies and procedures. The incumbent is expected to keep abreast of ever-changing, complex rules, processes and procedures. Decision-making often requires investigation and judgement; and is collaborative, while ensuring it is aligned with a strong, student-centered service orientation.

The accurate use and recording of data in the Banner student system is very complex and requires a knowledge and understanding of admission requirements, specific systems, policies, and procedures at the University of Victoria, as well as external education systems.

Responsibility for Financial & Material resources:
No formal budgetary responsibilities are required. Shared responsibility for the maintenance and security of related records.

Responsibility for Human Resources:
Given - provides formal supervision to one or more unionized CUPE employees within the unit, including selection and evaluation of staff; provides indirect/informal direction to other clerical staff or work study students as required.

Received – reports to the Admission Coordinator, Undergraduate Admissions; however, the Admission Officer will be required to work independently to manage a portfolio of applicants and meet set enrollment goals. The Officer must be self-directed, self-motivated and able to recognize when applications do not fall within the usual policies/guidelines that have been set and guidance is required.

Impact of Decisions and Actions:
Undergraduate Admissions has a direct impact on the achievement of annual university enrolment targets. The Admission Officer must understand the institution’s strategic plan and
actively support its mission and goals by ensuring that a particular portfolio of applicants is accurately evaluated and receives timely decisions that will influence the conversion rate (decision to register) at the University of Victoria. Correct decision-making has an impact on future success/retention rates. As well, ensuring data integrity within the Student Information System (Banner) is critical to the student’s progress, as well as the effective production of admission, enrollment and institutional reports.

The Admission Officer is expected to recommend and facilitate workflow improvements to help ensure that the unit’s student-centered service delivery model is effective for students, staff, faculty and the public. Collaborative involvement in decision making has a major impact on specific projects, program and services in OREG.

The Admission Officer must 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.

**Independence:**
The Admission Officer reports to the Admission Coordinator, Undergraduate Admissions and participates fully as an admission team member, but has independent responsibility for daily workload management, as well as evaluation and decision-making regarding applications within a set portfolio. Is guided by, but may also adapt, to established procedures, policies and precedent; and can grant waivers in some situations. Input of the Director and Coordinator is sought along with collaboration with other relevant Undergraduate Admissions staff, as required. However, the Admission Officer is responsible for researching and recommending certain admission decisions, as well as requirement/procedural changes.

**5. Summary of qualifications:**

Requires a Bachelor's degree with at least five years related-experience working in a post-secondary educational environment with an emphasis on admission administration and academic/transfer credit assessment of applicants; or an equivalent combination of education, training and experience. Extensive knowledge of the university calendars, domestic and international secondary/ post-secondary education systems, as well as the ability to understand and apply admission policies and procedures are essential qualifications. In addition:

- Ability to exercise good judgment in decision-making during the application of complex calendar regulations; analyze, and creatively problem-solve.
- Excellent interpersonal, verbal and written skills; comfortable with preparing presentations and public speaking to small or large audiences.
- Valid driver’s license and able to travel if requested.
- Strong research skills; attention to detail; accuracy; mathematical calculation skills.
- Superior organizational and time management skills while managing a heavy workload that requires flexibility to respond to operational demands.
- Independent and effective within a high-profile unit; work with tact, diplomacy and maintain the highest level of confidentiality at all times.
- Experienced user of office software; previous experience using student information and reporting systems such as Banner, BRM, FAST, TCS and SAS.
- Culturally sensitive and strong commitment to providing student-centered service.

**Employee's Signature:**

**Date:**

**Manager's/Supervisor's Signature**

**Date:**