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 Director of Undergraduate Admissions, the Administrative and Technical Assistant is an important member of the Undergraduate Admissions team, supporting operations throughout the annual admission cycle. The Administrative and Technical Assistant ensures the smooth and efficient day-to-day technical operations of the unit while also providing administrative support to the Director and other members of the admissions team.

Responsibilities include administering applicant data through various technical processes and reporting mechanisms, as well as providing executive and team assistance.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Technical Support for the Undergraduate Admissions Team (35%)

Duties:
- Administer the movement of new applicant data from the on-line application site into the Banner system on a daily basis through a technical process, reconciling data matches and correcting errors as needed.
- Administer the movement of applicant-uploaded documents from the on-line application site into the Banner system on a daily basis. Checking for and investigating errors.
- Coordinate and run letter/email production jobs using a technical process. This involves collecting, cleaning, error checking, and organizing .csv data files gathered from Banner to be merged with multiple templates.
- Create and maintain extensive SharePoint site. This includes creating/editing pages, charts, calendars, spreadsheets and wiki; updating information; uploading documents; and managing permissions for internal and external users.
- Monitor BRM communications and campaigns, fixing alerts as they arise. Liaise with other staff to address issues/information needs when necessary.
- Manage permissions for user access to ING document database that interfaces to Banner.
- Monitor multiple general @uvic email accounts (adms, admsinfo, bcgrades, scanning, uStart) and the Undergraduate Admissions on-line enquiry form, responding to and re-routing emails as needed.
- Problem-solve daily issues for all above systems and processes.
- Provide technical assistance and advice to co-workers (Banner, letter templates, BRM, SharePoint, Online Application, MS Office)
- Participate in technical testing for Banner upgrades, error correction, new processes and project implementations.

### 2. Responsibility: Administrative Support for the Director (30%)

**Duties:**
- Manage Director’s Outlook calendar; prepare daily meeting schedule and required materials.
- Organize meetings, schedule room bookings and prepare agendas/meeting materials.
- Contact short-listed candidates to set up interviews; administer testing portion of interviews, timing completion.
- Book webinars and purchase various training/resource materials.
- Prepare and process various administrative forms including expense reports.
- Maintain confidential log of CTO hours for 10 PEA staff, sending follow-up reminders on a monthly basis.
- Create and code applications/documents for specialized programs and admission types (Accelerated Entry, uStart, WUSC, etc.) in Banner; create and maintain associated spreadsheets for tracking student performance.
- Support applicants to uStart program, high school counsellors and principals via email and telephone; provide course registration assistance (arrange manual registration, course changes, drop/add).
- Liaise with SD61 contact for uStart program; monitor progress of students; create individual student reports, as well a summary report for distribution to the school district.
- Code applications for annual deferral requests; create summary spreadsheet; distribute to other campus departments.
- Assist Director with proofreading various publications and reports.
- Contact/correspond with internal and external key stakeholders on behalf of Director.
- Create, print, scan, email documents as requested.
- Other projects and reports as necessary (collection and cleaning of data, research topics, etc.).

### 3. Responsibility: Technical Administration of Student Data (20%)

**Duties:**
- Upload/download, screen, and distribute electronic transcripts from secure International Baccalaureate (IB) Organization and Parchment sites.
- Manage electronic data transfer project from Ontario Universities’ Application Centre (OUAC) on a weekly basis each April through September. Use of SSH Secure File Transfer, encrypting and decrypting data, and command prompt (.cmd); convert data file into formatted transcripts and distribute to scanning team for indexing.
- Decrypt, sort and match electronic IELTS and TOEFL score results and push data into Banner.
- Reconcile data matches.
- Maintain and develop protocols for electronic document retrieval, as required.
4. **Responsibility:** Reporting (10%)

**Duties:**
- Prepare weekly statistical reports for the Director to distribute campus-wide using SAS, Excel, and Word.
- Create various reports using FAST for Undergraduate Admissions Officers and on-campus departments to assist in workload management.
- Create daily reports using Viewcat and FAST for Undergraduate Admissions Assistants to ensure workflow throughout the annual admission cycle.
- Merge .csv data files of admitted students into one weekly Excel file to be sent to Printing Services for creation of Student Recruitment’s Welcome Packages.
- In all reports: sorting, filtering, applying formulas, organization of data.

5. **Responsibility:** General Office Support to Undergraduate Admissions (5%)

**Duties:**
- Respond to general inquiries from the public and other departments, provide information and advice.
- Check and maintain general supplies, request/order when low.
- Arrange for new equipment – telephones, computers – and software needs.
- Maintain/update on-line UVic directory for all Undergraduate Admissions staff.
- Maintain/update internal and external online directories and contact lists.
- Assist with new employee orientation; provide introductory training for SharePoint and ING; arrange for access to Banner, BRM, etc.
- Informal supervision of three Work Study students.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Demonstrated high level of technical proficiency in working with computer systems, programs and data files.
- Ability to work with full range of standard office equipment and software, including ability to create and maintain complex spreadsheets, navigate, use and generate reports in database application(s).
- Analytic skills, attention to detail, and an aptitude to concentrate in busy environment is fundamental.
- Quality control-oriented.
- Highly organized and able to process high volumes of time-sensitive information accurately.
- Excellent communication and interpersonal skills.
- Ability to maintain confidential and private information.
- Student-focused, customer-service oriented.

**Specialized Knowledge/Education:**
- Extensive knowledge of Microsoft Office Suite, particularly Excel.
- Knowledge of administrative processes and procedures.
- SAS, FAST, Banner, BRM (or other CRM product).
- Two or more years of post-secondary education is preferred.

**Experience:**
- Two or more year’s clerical or administrative experience in a post-secondary institution, preferably in a registrar’s/admission office.
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