

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1633

Position Title: Admissions Specialist.

Incumbent:

Division: Office of the Registrar

Headquarters: Ayamdigut

Supervisor's Name:

Supervisor's Title: Associate Registrar

Date Description Completed: Jan 11, 2021

PART II - SUMMARY

Reporting to the Associate Registrar, and utilizing a service excellence approach, this position is responsible for assessing, evaluating, and processing applications and determining admissibility of students to the University in accordance with established procedures. The Admissions Specialist responds to admission inquiries and requests, maintains, and communicates on admissions procedures and requirements, provides clerical support functions, and supports enrollment activities within a busy team environment.

A. Duties and Responsibilities

Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

1. Performs duties related to admissions according to established policies and procedures by:

- Determining applicant's admissibility to University programs by evaluating supporting documentation and processing applications for admission.
- Evaluating documents to ensure they are valid, original, and accurate.
- Communicating with applicants, staff and the public on admission requirements, admission processes and program information.
- Evaluating domestic and foreign transcripts for authenticity, to determine equivalency to Canadian high school standards; updates student records for purposes of admission and course prerequisites.
- Researching, developing, and maintaining a comprehensive collection of current and accurate information related to foreign credential and educational system analysis.
- Communicating with external agencies or institutions to clarify course or document content to determine if course content/level meets University admissions standards.
- Researching and analyzes content of post-secondary courses which are not articulated, to determine if content fulfills University requirements.
- Advising applicants on the status of their application.
- Maintaining and communicating on program waitlists.
- Collecting, tracking, and following up on conditions to admissions and program deposits.

- Entering, assessing, retrieving, and maintaining student information in electronic student information system.
- Responding to large volumes of inquiries, in person, verbally or in writing.
- Developing and distributing student orientation and registration packages.
- Updating current knowledge of admissions and enrolment policies and procedures.
- Responding to enrollment targets to support the Universities enrollment management initiatives.
- Recommending development/revision of admissions procedures and guidelines to the Associate Registrar.
- Preparing routine correspondence, updates application reporting information; and other documentation related to admissions and enrolment.
- Performing data entry functions with accuracy and speed. Inputs, accesses, and retrieves student information.
- Generating a variety of statistical reports on the status of applications and monitoring response times as required.
- Assisting with providing training for new staff in any data entry procedures.

Approximate percentage of job time above functions are performed: 80%

2. Other Principal Activities, in order of importance (describing for each what, why, and how, an approximate percentage of job time required, rounded off to the nearest 5%)

Performs duties related to student enrollment by:

- Assisting with planned recruitment activities on and off campus during peak periods
- Providing information to prospective students in times of team absence
- Assisting in the convocation ceremony as assigned
- Identifying Banner-related problems and brings to the attention of the Associate Registrar
- Conducting comprehensive Banner testing and validation.
- Identifying, and refers to the appropriate office/person, barriers to admission and providing recommendations on how to eliminate those barriers, identifying potential equivalencies to existing admission requirements (e.g. language proficiency requirements) and putting forward for consideration.
- Researching systems of education in other countries, and their equivalency to the Canadian equivalency for admission purposes.

Approximate percentage of time above functions are performed: 15%

3. Examples of Additional Divisional Activities which may be performed:

- Special projects
- Committee work
- Other related duties

Approximate percentage of job time above functions are performed: 5%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:

One academic year.

B. Problem-solving and decision-making

1. a) List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with to perform the position's functions:

Yukon University Academic Regulations and Procedures
Yukon University Policies and Procedures
Yukon Privacy laws
Canada Copyright Act

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

Interprets and ensures adherence to:

- Academic Regulations and Procedures
- Privacy laws
- Yukon University policies and procedures
- Canada Copyright Act

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

- Students – advice regarding admissions process, document submission and course equivalencies.
- Associate Registrar – recommendations for changes and improvements regarding admissions processes or policies.

b) Who normally makes the final decisions with respect to those recommendations?

Associate Registrar

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- Whether or not students are eligible for entrance into a University program or course
- Monitoring and collecting data on an on-going basis to ensure consistent application of entrance requirements and academic rules.
- Building the foundation of the student record.
- Scheduling of individual work activities, setting priorities among job tasks and providing accurate information to the public

b) What is the direct impact of those decisions?

- Accuracy and privacy of the student record to ensure compliance with Yukon Privacy laws
- Accuracy and currency of student records, ability of the public to enrol in courses
- Public reputation of the University as an accessible, supportive institution is dependent upon accurate program information, entry criteria, deadlines, etc.
- If work is not regularly prioritised, students may not be admitted to programs on time, which may impact ability to register and obtain financial assistance, and ultimately impact the ability to attend the University.

C. Freedom to Act

1. Describe the way in which this position receives direction:

The incumbent sets day-to-day priorities and is responsible for scheduling their day. Occasional input will come from the Recruitment and Admissions team and Associate Registrar; and institutional goals and objectives.

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

See B 1a above

3. How is the work of the position normally checked or evaluated?

Feedback from University students, employees, Recruitment and Admissions team members. Regular checks and feedback, as well as performance evaluations done by manager; student information system error checks.

4. What types of decisions are normally referred to the supervisor?

- Conflicts in priorities, or the request for a service not normally provided by department
- Unusual matters or requested exceptions not covered by the Academic Regulations, University policies and procedures
- Appeal submissions

D. Financial Accountability

1. a) Annual Budget (for unit under the direct control of the position):

Fiscal year:	\$
Annual payroll:	\$
O/M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$

Recoveries: \$

- b) Who prepares this budget?
- c) What is this position's accountability for budget once allotted?
- d) Does position have authority/ability to reallocate resources?
- e) Signing authority levels:

2. Other expenditures or revenues influenced by this position and how.

E. Management Supervision of Human Resources

ü 1. No direct supervisory duties

___ 2. Supervisory duties

a) Number of positions supervised directly: Permanent ___
Aux/Casual ___

Number of positions supervised indirectly: Permanent ___
Aux/Casual ___

b) Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):

	a.	show colleagues how to do tasks
	b.	train other employees in work procedures
	c.	assign work and review for quality/quantity
	d.	establish work priorities and schedules
	e.	change duties and responsibilities
	f.	participate with supervisor in employees' performance evaluations, <u>or</u> formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
	g.	recommend appointment or rejection upon completion of probationary period
	h.	interview employees with attendance or performance problems
	i.	act as first formal step in the grievance procedure
	j.	interview candidates for vacant positions in the unit
	k.	give opinion to supervisor on selection of new employees, <u>or</u> make final decision on selection of new employees
	l.	other (describe)

F. Key Personal Contacts

Who (position or groups)	Purpose	Frequency
Departmental team members	Advice, direction, assistance	Daily
Students	Requests, complaints, problems, information	Daily
Associate Registrar	Advice, direction, decisions not covered by policy	Daily
General Public	Requests, complaints, problems, information	Daily
Faculty	Requests, complaints, problems, information	Daily
University Staff	Requests, complaints, problems, information	Daily
Community Campuses	Requests, complaints, problems, information	Daily
YG Departments	Requests, information	As required

G. Tools, Equipment, or Machinery Used

Name	Purpose	Percentage of Time
Computer, tablet, scanners, copier	Registration, data entry, reporting, record management	90%
Office Equipment, e.g. phone, fax	Communication	10%

H.

Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

Type	How Heavy	Percentage of Time
Equipment/materials	up to 15 kg	Less than 5%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

Type	Percentage of Time
Sitting	75%
Lifting, bending, reaching	10%
Standing	10%
Walking	5%

c) Describe any physical hazards present:

N/A

d) Describe special physical conditions leading to discomfort:

N/A

e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

	High level of dissatisfied clients
	High level of emotional clients e.g. students having financial/personal problems
X	Potential physical abuse from clients
X	Regular critical deadlines e.g. short notice on workshop/travel schedules requiring booking of vehicles, obtaining supplies, payroll, hiring of contract employees, high level of irregular critical deadlines
X	Constant interruptions e.g. telephone and walk in clients
X	Instructions from more than one source e.g. instructions from Director and division staff
X	Students or staff under work related stress e.g. students in financial/personal problems

Examples in support of above:

- Abusive communication and non-communication when unable or not permitted to meet needs, delivering undesirable information regarding academic standing, student holds
- Year-round registration, funding, and related deadlines
- High volume and demand from telephone, email, requests for documentation, end of term processing; interruptions from colleagues
- Varying and inconsistent communication from program areas and departments

f) Travel Required

- | | |
|---|------------|
| a) average number of trips annually | 1-2 |
| b) average number of days per trip | 2-3 |
| c) average distance per trip | 200-1000km |
| d) most frequent mode of transportation | car |

I. Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

SENIOR MANAGER'S POSITION

Title: Registrar

Classification: ME04

IMMEDIATE SUPERVISOR'S POSITION

Title: Associate Registrar
Classification: Level 9

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Registration and Records officer Title: Scheduling Coordinator
Classification: Level (under review) Classification: Level 5

Title: Transfer Credit & Graduation Audit Specialist
Classification: Level (under review)

SUBJECT POSITION TITLE: Admissions Specialist

SUBORDINATE POSITIONS: N/A

PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable)

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

Dean/Director or Designate

Incumbent

Date

Date

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills, and Abilities Required

- Two (2) years recent related experience within an educational environment using a student information system (i.e. Banner), preferably within a Registrar’s office.
- Ability to provide information, assistance and related services to the public, students, faculty, and staff in a pleasant, timely, and customer focused manner.

- A demonstrated high level of proficiency in English (verbal and written) and the ability to communicate tactfully (both orally and in writing) with others.
- Ability to present information to groups, via information sessions, group tours etc.
- Ability to enter data accurately with a high degree of speed (minimum 45 wpm).
- Strong understanding of databases, data governance, and data quality.
- Familiar and understanding of application of computer systems to business processing.
- Proficiency with a variety of computer applications including word processing (MS Word), spreadsheet (MS Excel) and database software.
- Ability to pay attention to detail.
- Strong organizational skills.
- Ability to problem solve and take initiative to resolve problems.
- Ability to effectively organize and prioritize workload.
- Ability to remain calm during periods of stressful high volumes and deadlines, and to meet deadlines as required
- Ability to apply rules, regulations, and procedures within timeframes
- Ability to act professional in an office environment
- Ability to maintain and always protect confidentiality

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

Diploma in a business or office related discipline.
preferably with coursework in databases. A suitable combination of education and experience may be considered.

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

N/A

PART V - UNIVERSITY SIGNOFF

Comments

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

Director, Human Resources

University President

Date

Date

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:

Knowledge and Skills: 106

Accountability: 35

Mental Demands: 26

Working Conditions: 0

Total Points: 167

Pay Level: BU06