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| Class No.:     |                                                                                          |
| Original Date: | January 2016                                                                             |
| Revision Date: | July 2017<br>May 2021<br>April 2023 (Minor)<br>May 2024 (Minor)<br>December 2024 (Minor) |
| Pay Group:     | 24                                                                                       |

## CLASS SPECIFICATION

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### ADMISSIONS FACILITATOR

#### NATURE AND SCOPE OF WORK

This is complex admissions work in the Registrar's Office. The incumbent is primarily responsible for assessing, verifying, and processing student admissions within the policy, regulation, and practice of the University. Duties include communicating with, and supporting students through the admissions process, liaising with faculty and staff, and updating admissions materials. This position takes direction from the Supervisor, Admissions and reports to the Associate Registrar, Recruitment and Admissions.

#### ILLUSTRATIVE EXAMPLES OF DUTIES

- Assists students, staff and the general public in the admission process and provides detailed information on the admissions procedure.
- Assesses and verifies admissibility of students to the university and programs, using existing policy, practice, admission, program and prerequisite requirements.
- Reviews complex student cases to determine the outcome of applications.
- Refers exceptional cases to the supervisor.
- Refers students or potential students to resource areas in the University or community as required.
- Reviews the Memorandums of Understanding (MOU's) for accuracy; adds block transfers to the student record as determined by program supervisors.
- Processes transfer credits and support students and communicates with program areas/departments and other institutions as required.
- Run reports, charge, and process deposits for programs.

- Collaborates with students, staff, and faculty to assess credentials and programs of study for a variety of purposes, including partnership and exchange programs, scholarships, and awards.
- Administers the University's policies and procedures as relevant regarding admissions.
- Follows best practices in admissions and emerging trends that may impact admissions and recruitment and the means to overcome them.
- Holds group information sessions as well as one-to-one interviews on admissions processes.
- Maintains a wide variety of departmental records including the continual updating of student records.
- Updates and maintains admission materials.
- Uses third party and online systems and services to provide appropriate service, information, and advice to students.
- As applications are received, codes, and enters application information; conducts preliminary screening.
- Liaises with internal and external stakeholders regarding admissions activities.
- Liaising with faculty to provide two-way information and solutions on emerging changes and challenges.
- Participates in the planning, design, testing and implementation of new systems or upgrades used by the Registrar's Office.
- Recommends and introduces process and procedure improvements across internal team and other department functions.
- Sets service and outreach priorities as determined by collected data.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (fire, earthquake, WHMIS).
- Performs duties related to the qualifications and requirements of the position.

### **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Thorough knowledge of Banner or another automated student record system.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University.
- Thorough knowledge of the University's policies and procedures governing admissions and registration.
- Thorough knowledge of business English, spelling, punctuation, and arithmetic.
- Considerable knowledge of the various criteria used in determining eligibility for admission and registration at other post-secondary institutions.

- Considerable knowledge of certificate, diploma, degree, and graduate degree programs in British Columbia post-secondary educational institutions.
- Considerable knowledge of the British Columbia High School system and the role of high school counsellors.
- Considerable knowledge of word processing, spreadsheet, and database applications.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Considerable knowledge of the principles and practices of record-keeping and statistical reporting.
- Ability to develop and recommend business practices, policies, and procedures.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students, and the public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to interview and assist students with admission procedures.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to organize and conduct, workshops and campus tours as required.

#### **REQUIRED TRAINING AND EXPERIENCE**

- Completion of a bachelor's degree.
- Three years of work experience in post-secondary admissions.

#### **REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS**

- None