

Class No.:	
Original Date:	
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CLASS SPECIFICATION

ADMISSIONS & ACADEMIC ADVISING OFFICER

NATURE AND SCOPE OF WORK:

This is varied work entailing the performance of complex Enrollment Services work. The position is primarily responsible for arranging, initiating and participating in work methods and procedures pertaining to admissions, academic advising, registration and graduation. Duties include interviewing students and potential students; assisting with the recruitment and retention of students; educational course planning, goal setting and decision making strategies for students; participating in orientation; evaluating and processing admissions and transfer credits; evaluating student records for completion of graduation requirements and assisting with convocation; maintaining archives of information on programs and courses; processing and maintaining articulation agreements; creating and maintaining a database of transfer/equivalent courses; recommending and implementing policies and procedures; and producing reports. An incumbent receives direction from the Associate Registrar and Director of Admissions, and reports to the Registrar.

ILLUSTRATIVE EXAMPLES OF DUTIES:

- Checks and processes admission applications by administering the University's admissions and transfer policies and procedures and, under the direction of the Associate Registrar or the Registrar, admits students to programs.
- Communicates and meets with students regarding admission, registration, and graduation, and assists them with the processes.
- Advises on admissions to programs at the University, which includes the transferability of credit from a variety of educational documents.
- Assists students with educational planning/advising to ensure courses/programs selected meet the transfer requirements of other post-secondary institutions.
- Advises on course selection/educational planning to ensure credential requirements are met for graduation.
- Attends and speaks at parent meetings; addresses groups as requested; attends career fairs; visits high schools and holds group information sessions as well as one-to-one interviews.
- Participates in orientations; prepares and delivers information workshops using appropriate presentation media including power point.
- Evaluates and processes transfer credits, prior learning assessments (PLA), substitutions and exemptions for the purpose of admission and graduation, or as requested by students. Assigns transfer credit as appropriate. Communicates with program areas/departments, other institutions and students regarding transfers/equivalencies.
- Processes and maintains BCCAT and cross-Canada articulation agreements. Communicates with program areas/departments and other institutions regarding these agreements.

- Liaises with BCCAT and other post-secondary personnel to facilitate course and block transfer articulation agreements.
- Under the direction of the Associate Registrar, liaises with internal departments and other post-secondary institutions to ensure that transfer agreements are established and maintained.
- Creates and maintains a database of Capilano University courses and transfer-equivalent courses from other secondary and post-secondary institutions.
- Maintains the entry of institution-by-institution transfer articulation information in the Transfer Articulation module of the student records database, in accordance with articulated transfer agreements as published in the BC Transfer Guide.
- Articulates transfer credits between institutions using the on-line BCCAT database.
- Ensures accuracy of articulation information in internal and external databases.
- Evaluates requests for and issues letters of permission to allow students to attend other institutions for specific courses to be applied to their programs at Capilano University. Communicates with program areas/departments and other institutions regarding transfers/equivalencies. Maintains a tracking system for issued letters of permission. Assigns appropriate transfer credit upon completion.
- Assists in the registration process.
- Maintains a wide variety of departmental records including the continual updating of student records.
- Updates and implements CAPP (curriculum advising and program planning) programs each academic year, inputting student adjustments, waivers and individualized programs.
- Updates student records and checks and confirms eligibility for graduation.
- Refers students or potential students to resource areas in the University or community as required
- Participates in all graduation processes.
- Performs mathematical computations of Grade Point Average and determines award winners.
- Updates and maintains web-based Registrar's Office information, and the application for admission section, on the University and PASBC web sites. Ensures accuracy and appropriate level of information.
- Participates in the planning, design and implementation of new systems or upgrades used by the Registrar's Office.
- Assigns data entry work to other staff during peak periods in cooperation with the Office Manager of Records and Registration, the Associate Registrars and the Registrar.
- Responds to enquiries from students, staff, faculty and administrators on the responsibilities described in this class specification.
- 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, registration, transfer, and graduation.

- 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 learn in-house and other software applications, and to apply technical knowledge.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to interpret and explain the applicable rules and regulations that govern Registrar's Office activities.
- 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 general public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operating and statistical reports.
- Ability to interview and assist students with admission procedures, educational planning and transferring, and graduation.
- Ability to compose letters, memoranda and materials related to the subject matter and of a non-routine nature and to write and produce quarterly newsletters.
- 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.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to keep accurate records and archives.
- Ability to plan, organize and review the work of others engaged in similar tasks.

REQUIRED TRAINING AND EXPERIENCE:

- Completion of a Bachelor's degree.
- Two years of work experience in a Registrar's Office or a student services-related function with a strong emphasis on student information systems and technologies.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.