

Class No.:	
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Pay Group:	26

CLASS SPECIFICATION

SUPERVISOR, ADMISSIONS

NATURE AND SCOPE OF WORK:

This is supervisory and administrative work. The primary duties of this position are to supervise the admissions area of the Registrar's Office and ensure the assessment, verification and processing of student admissions to university programs while ensuring policies, regulations and best practices are followed. Duties include developing an effective and efficient plan for supporting students' admission throughout the admission cycle and the processes required to achieve it. The incumbent will promote and communicate admission services, update admissions materials and provide the admissions perspective on special projects and initiatives. This position reports to the Associate Registrar, Recruitment and Admissions.

ILLUSTRATIVE EXAMPLE OF DUTIES:

- Supervises the day-to-day operations of the unit/area including: supervising staff; addressing staff concerns; planning and coordinating the work flow; assigning, prioritizing and evaluating work assignments; verifying time sheets; preparing work schedules and reviewing vacation schedules; identifying short term staffing needs; participating in selection committees; and providing input on performance evaluations.
- Communicates and supports management plans, processes and goals to admissions team.
- Develops and implements processes and procedures to ensure efficient application processing.
- Identifies areas that may require changes to standard operating procedures.
- Acts as the main point of contact for Admission related queries and information for Registrar's Office, and the university at large.
- Regularly meets with departments and Faculties on admissions concerns.
- Escalates cases that could be contentious to the Associate Registrar.
- Maintains and updates the student information system, related database and documents.
- Uses third party and online systems and services to provide appropriate service, information and advice to students.
- Oversees data entry and admissions processes.
- Under the direction of the Associate Registrar, establishes, reviews, maintains and evaluates an annual admissions plan.
- Trains and updates employees in new and existing policies, procedures, and systems.
- Escalates staff issues as required.
- Demonstrates an openness to learning new systems from the design to the implementation stages.
- Will be a key member of the CRM working group.
- Works with the Associate Registrar to establish and implement unit/area goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Assists other supervisors and directs the preparation and production of correspondence related to Registrar's Office functions.
- Works with admissions team to enhance efficiency.
- Liaises between the Registrar's Office, departments and Faculties on admissions issues and between staff and management on operational concerns.

- Takes on Admissions Facilitator responsibilities in times of absences or limited coverage.
- Maintains statistics, records and resources required for effective admission cycle activities.
- Updates and maintains admission materials.
- Liaises with internal and external stakeholders regarding admissions activities 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. Remains updated and current in policies and procedures (both internal and external) as they pertain to the unit/area.
- Provides information, in both verbal and written form, regarding University policies, procedures, and other resources related to the Registrar's Office.
- Conducts data analysis related to admissions, suggests improvements, reports problems, and implements procedural changes.
- Presents to external and internal stakeholders any changes or updates to the admissions policies or procedures.
- Analyses and reports on internal operational processes
- May be required to take training and act in the capacity of a floor warden as part of the College's Emergency Preparedness Plan (Fire, W.H.M.I.S, Earthquake).
- Performs duties related to the requirements and qualifications 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.
- Considerable knowledge of a CRM and its applicability to the Admissions process.
- Ability to learn in-house and other software applications, and to apply technical knowledge.
- Ability to provide supervisory instruction, training, leadership, and guidance to staff, as well as to plan, schedule, assign, review, and evaluate the work of employees to effectively meet deadlines.
- 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 exercise initiative, flexibility and resourcefulness in the completion of work assignments, analyze situations, make independent decisions with a high degree of responsibility, and seek advice regarding decision-making.
- 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 supervise others and to plan, assign, review and evaluate the work of others.
- Ability to prepare operating and statistical reports.
- Ability to interview and assist students with admission procedures, educational planning and transferring, and graduation.

- Ability to develop, execute and complete projects.
- 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.
- Three years of work experience in a post-secondary Registrar's Office including two years of direct experience in Admissions and two years' experience using Banner.
- One year of direct supervisory experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- None.