



## **IDENTIFICATION**

| Department           |  | Position Title     |                    |
|----------------------|--|--------------------|--------------------|
| Aurora College       |  | Admissions Officer |                    |
| Position Number(s)   |  | Community          | Division/Region(s) |
| 91-10259<br>91-13616 |  | Yellowknife        | Student Services   |

## **PURPOSE OF THE POSITION**

The Admissions Officer is responsible for providing admissions, registration, and enrolment services in addition to student records management for students and staff at Yellowknife North Slave Campus. The incumbent also provides front-line administrative support services to students and the public attending Yellowknife North Slave Campus including invoicing and taking payments. The incumbent interacts on a regular basis with students as well as with the Registrar, Associate Registrar, Campus Director, Student Services staff, Program Managers, and Finance staff. The timely, efficient and accurate management of his/her responsibilities has a direct impact on potential students becoming students and on existing students' ability to successfully complete their programs. He/she works within the context of Aurora College's policies and procedures, the Aurora College Act and the GNWT's policies and guidelines, including Student Financial Assistance Guidelines.

## **SCOPE**

Located at Yellowknife North Slave (YKNS) Campus, the Admissions Officer reports directly to the Registrar, with day to day functional reporting relationship to the Director, YKNS Campus. The incumbent contributes to the operation of the Office of the Registrar by effectively managing and maintaining a timely admissions and student management system through the Student Registration System (SRS) at the Campus. The Admissions Officer processes all applications, ensures that acceptance and rejection notifications are issued, and develops and maintains accurate and current student academic records and files for all students. The Admissions Officer processes approximately 2,000 full-time and part-time applications for admission each year. The Registrar is located in Fort Smith at Thebacha Campus, so the Admissions Officer must work independently with minimal day to day oversight from the Registrar. As such, the Director, YKNS Campus provides day to day operational management of the incumbent in collaboration with the Registrar.

The incumbent is also responsible for coordinating the review of student applications with program managers as well as coordinating placement testing with appropriate Aurora College personnel. This has a direct and great impact on students applying for admission to College programs. Failure to effectively and efficiently process applications and coordinate the review process will mean that students may not be able to attend their program of choice. Failure to maintain records will result in errors in accounting and recording student payments and may result in errors concerning student grades and graduation or completion entitlements.

The Admissions Officer spends a significant portion of time dealing with students in-person, by email and/or over the telephone concerning their application to the College and/or their academic and financial records. The Admissions Officer provides guidance, advice, and support to future students applying to programs regarding program requirements, eligibility, and applications in addition to current students regarding registration, withdrawal, and accounts. This requires a great deal of tact and diplomacy and requires the ability to deal effectively, positively and politely with students in a cross-cultural situation. The Admissions Officer advises and makes recommendations to the Registrar regarding academic and student matters and processes. The incumbent further collaborates with the Director, YKNS Campus and Finance Manager regarding student payments and outstanding student balances.

There are two Admissions Officers at YKNS Campus who collaborate and share responsibilities for all student records management, application processing and enrolment processing. The two Admissions Officers are further responsible for frontline reception services and directing students and the public to appropriate services and personnel. This includes managing the main campus telephone line and toll-free phone line. Additionally, the two Admissions Officers share day to day responsibility for receiving payments and processing revenues received in accordance with financial processes and policies in the Aurora College computerized financial accounting system.

## **RESPONSIBILITIES**

### **1. Manages and maintains a timely admissions and student records management system for the campus and campus region.**

- Responds to all inquiries for information regarding College programs.
- Advises potential applicants of program requirements and entry criteria, available sponsorship, bursaries and scholarships and the application process.
- Ensures that student questions and concerns regarding their accounts are answered and refers questions to his/her supervisors when necessary
- Assists students in completing various applications and other forms.
- Reviews all applications and advises program faculty on qualifications and eligibility of candidates.
- Receives and acknowledges applications from prospective students (approximately 2,000 per year).
- Prepares files for all enrolments (1000+ per year).
- Develops and maintains student Wait Lists for programs which have been oversubscribed
- Provides application/class lists to program managers.

- Provides precise filing of the application, documentation, invoices, etc. in student files.
- Provides guidance, advice, and support to current students regarding registration, sponsorship, withdrawal, SFA, and financial accounts.
- Coordinates Student Screening Committees with program managers and sits on committees regarding the student screening process including interviewing prospective students.
- Issues notices of acceptance or rejection to student applicants.
- Provides application, registration and confirmation details regularly to program managers.
- Reviews course section details and student information before data entry and follows up by providing reports to program managers,
- Coordinates a number of student related items such as: testing for admission, setting of appointments, and advising students after placement tests are completed, etc.
- Liaises with Student Services staff to advise on potential students attending College to ensure the availability of student accommodation.
- Prepares and provides statistical reports to external and sponsoring agencies as required and necessary.
- Provides information on student attendance as required by sponsoring agencies.

**2. Provides ongoing support to the Registrar and the Office of the Registrar by effectively managing and maintaining the Aurora College Student Records System at the Campus.**

- Establishes courses in the SRS in preparation for registration.
- Ensures that accepted and rejected applications are processed in the SRS.
- Notifies applicants and/or sponsor agencies regarding acceptance and registration into programs.
- Ensures data entry of student information is accurate and current and that student files are up-to-date.
- Ensures that student marks are entered on a timely basis.
- Complies with all Access to Information and Protection of Privacy (ATIPP) legislation the maintenance of student records and sharing of information.

**3. Provides Financial and Administrative Support.**

- Accepts and processes payments on accounts including the receipt of rent, tuition, and student fee payments.
- Creates invoices through the SRS for all full-time and part-time students for tuition, books, and student fees.
- Distributes textbooks that have been purchased by students during registration.
- Ensures that the batching and data entry of all accounts receivable invoices and receipts is managed in a timely manner.
- Ensures the coding on receipts is correct and complete.
- Receives requests and provides information publications and reports (ex. academic calendars, policies, etc.).
- Serves on various committees as required (ex. selection committees, graduation committee, scholarship committees, etc.).

#### **4. Providing front-line reception services and guidance to students, staff and public.**

- Responds to in-person inquiries from students and the public at the front counter.
- Answers the main campus telephone line and toll-free line and redirects calls to appropriate College staff as needed.
- Functions as the main point of contact for students to pick up appeal packages and decisions following appeal hearings.

### **WORKING CONDITIONS**

(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

#### **Physical Demands**

The incumbent is required to lift, move, pack and unpack heavy boxes of textbooks weight 30 to 50 lbs typically at the beginning of the fall and winter term. Some assistance may be available with lifting as needed.

#### **Environmental Conditions**

The incumbent works in a very busy environment with constant interruptions from students, staff and the public. In some cases, the incumbent is faced with challenging and demanding individuals who are displeased with Aurora College. Occasionally, these individuals appear to be physically intimidating. Additionally, there is quite often homeless people accessing Aurora College for warmth and bathrooms who the incumbent needs to ask to leave.

#### **Sensory Demands**

The incumbent will experience moderate levels of intensity for 4 to 6 hours using the combined senses of sight and hearing while interacting with people in-person and on the phone as well as while performing regular computer based operations.

#### **Mental Demands**

The incumbent must deal with students on a constant basis. In some cases, students can become agitated, angry or frustrated with information concerning their acceptance or rejection to programs, the status of applications, requirements to pay for tuition, room, board or academic records. The incumbent regularly has to deliver difficult messages to students that causes adverse reactions. This requirement adds significant stress to the incumbent. Dealing with constant interruptions, heavy workloads, and peak activity periods causes additional stress on the incumbent. Priority changes are often imposed by supervisors which can cause extra pressure and stress.

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

- Knowledge of records management procedures to secure, maintain and archive files.
- Knowledge of standard financial administration, accounting and bookkeeping practices.
- Demonstrated interpersonal communication skills to work effectively with students, staff and the public.

- Knowledge of Microsoft Operating Systems, Microsoft Office suite of software, internet and email programs.
- Proven time management skills, organizational skills and managing competing demands and priorities.
- Proven ability to work independently with minimal supervision.
- Demonstrated exceptional customer service skills, communication skills and public relations skills.
- Proven knowledge and understanding of post-secondary registration, admissions and records management processes, policies, and decision-making processes.
- Ability to work in a cross-cultural setting, providing respectful supports with individuals from all backgrounds including a high percentage of Indigenous students, international students, and students not from the Northwest Territories.

**Typically, the above qualifications would be attained by:**

- Diploma in Business Administration or Office Administration.
- 3 years progressively responsible records management, financial administration, public registration experience within a program or service delivery field.

**Assets:**

- Experience working in a Registrar's office or providing administrative supports in a post-secondary institution.
- Experience working with computerized records management and/or financial management.
- Fluency in more than one of the eleven official languages of the NWT.

**ADDITIONAL REQUIREMENTS**

**Position Security (check one)**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

**French language (check one if applies)**

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Aboriginal language: Choose a language**

- ☐ Required
- ☐ Preferred