



## POSITION DESCRIPTION

Position Title: **Admissions/Registration Specialist**      Division: **Admissions/Registration**

Classification: **Clerk 3**      Supervisor's Title: **Associate Registrar**

### POSITION SUMMARY

The incumbent is responsible for administrative functions related to Admissions/Registration in the Registrar's Office. This includes a customer-centred approach to processing applications and registering students in both on-campus and off-campus programs and courses. The incumbent also provides information to applicants and prospective applicants regarding programs, admission requirements and procedures, registration and graduation requirements and procedures, program and course fees as well as offer general administrative support within the department.

### RESPONSIBILITIES AND ACCOUNTABILITIES

#### Primary:

#### Admissions Responsibilities:

- Works as a member of the Admissions team but also independently with responsibility for their own portfolio of programs in accordance with institutional policies and procedures (provincial/federal as applicable);
- Within the student Management Information System (MIS) assesses program applications submitted via the online in-house application system or enters and assesses program applications submitted in hard copy format for completeness, determines and initiates requests for additional information and/or payment for all incomplete applications;
- Processes application fees, and requests and processes tuition deposits, by opening, maintaining and closing a daily cash session (cheque, cash, credit card) in the student MIS; -Assesses applicants for acceptability by comparing application information to course pre-requisites, specifically:
  - evaluates all transcripts (domestic and/or international transcripts) submitted for legitimacy and to determine college and program admissibility
  - reviews confidential record checks submitted, including escalation to school if needed
  - assesses need for special circumstances and refers to Registrar;
- Determines admission status (example: accept, conditional accept, not admissible at this time) and selects appropriate system-generated correspondence to notify applicant of admission status; including creation of federal documentation to allow international applicants to apply for a Study Permit as applicable;
- Assigns automated communication tracks as applicable, managing follow-up actions as necessary; -Establishes and maintains wait lists for each program by sequencing applications in order completed;
- Works with applicant to progress their application to complete status;
- Fills programs to capacity and contacts applicants on waiting lists by letter or phone;
- Enters course and section information into the college's student MIS, including generating registration dates;
- Provides application reports and updates as needed to managers, specifically for contract programs;

## **RESPONSIBILITIES AND ACCOUNTABILITIES**

- Creates, updates and maintains a complete and accurate file for all applicants; closes incomplete applications in accordance with records retention policy; -Processes withdrawals as needed
- Provides service to telephone, email and in-person inquiries and requests.
- Prepares refund requests to finance.

### **Registration Responsibilities:**

- Works as a member of the Registration team but also independently with responsibility for their own portfolio of programs in accordance with institutional policies and procedures (provincial/federal as applicable);
- Responsible for ensuring that all students are registered in the correct course/section for their program areas, including liaising with school/student regarding part-time schedules;
- Communicates registration status to students regarding their schedule and fees;
- Determines and applies student tuition and other fees (example: parking, printing), by opening, maintaining and closing a daily cash session in the student MIS. Maintains a daily cash drawer and float system; -Provides frontline customer counter service to students as well as general information to visitors;
- Liaises with student, school, or finance as needed regarding registration restrictions and follows-up to process once restriction is lifted;
- Registers all Continuing Education and Distance Education students to the student MIS on an on-going basis, including processing payments;
- Processes adds and drops, including processing payments/refunds as needed;
- Evaluates student's academic standing at the end of each term and selects appropriate system-generated correspondence (mail/email) to notify student;
- Assesses Degree Audit, processes eligible students for graduation, generates credential and final transcript in student MIS;
- Updates and maintains a complete and accurate file for all registered students. Closes student file in accordance with records retention policy;
- Reviews in-house requests (parking, replacement documents and letters) to process payment and printing of required items. Maintains staff parking allocation information and processes payments for staff;
- Provides service to telephone, email and in-person inquiries and requests.
- Prepares refund requests to finance.
- In rotation with other Registration Specialists, responsible to review and reconcile daily student cash sessions of all staff that process student payments college-wide, as well as all online banking payment methods. Including analysis and resolution of any discrepancies. Prepares bank deposits as required from daily reconciliation;
- As needed, processes and allocates student aid or other payments to student accounts as required by finance.

### **Secondary:**

- Assists with Graduation ceremonies;
- Retrieves/adds files to central filing storage system and archive; -Tests and assists with future development of student MIS;
- In rotation, tests and provides feedback regarding regular MIS patch cycle updates;
- Reviews/provides feedback on updates to system-generated correspondence;
- Responsible to review and resolve regular quality assurance reports;
- Provides back-up for other positions (i.e. vacation leave etc.)

**KEY RELATIONSHIPS (attach relevant organizational chart(s))**

Staff Positions Directly Supervised      0  
\_\_\_\_\_  
Staff Positions Indirectly Supervised      0  
\_\_\_\_\_

Other Key Relationships:

Maintain good working relationship with other divisions and departments on and off-campus.

**KNOWLEDGE, SKILLS, ABILITIES, OTHER**

Working knowledge of Management Information System, preferably Colleague. Incumbents will become proficient in transactional screens in Colleague and possess a superior knowledge of Colleague.

Experience working with windows based software.

Ability to interpret and apply policies and procedures related to the admissions/registration responsibilities.

Data accuracy is an essential skill; the ability to review own work, complete complex multi-screen actions alongside dealing with customers is required.

Incumbent must also possess strong interpersonal/oral communication skills, customer service, organizational and time management skills, and the ability to work on one's own initiative to see complex matters through to completion or escalate to manager if needed.

**OTHER COMMENTS**

The incumbent must be able to function in a team-setting environment.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date