



1. IDENTIFICATION

Position No. 70-13736	Job Title Admissions Officer	Supervisor's Position College Registrar
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Department Nunavut Arctic College	Division/Region Nunatta Campus	Community Iqaluit	Location Nunatta Campus
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Freebalance Coding: 03300-01-1-111-0302001-04-????

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

The Admissions Officer provides admission services for Nunatta Campus and is directly responsible for all processes and protocol related to student admission, registration, and records management for the campus and Qikiqtaaluk Community Learning Centres including the Piqqusilirivvik Cultural School. The incumbent interacts on a regular basis with studnets and with the Registrar, Program Managers, and Finance staff. The incumbent works within the context of Nunavut Arctic College's policies and procedures, the Nunavut Arctic College Act and the Government of Nunavut's policies and guidelines, including Financial Assistance for Nunavut Student (FANS), ALTS and other funding agency guidelines.

The incumbent is responsible for overseeing admission, enrollment, matriculation, course registration, issuing transcripts and certificates upon request, as well as keeping students' academic records. Furthermore, the Admissions Officer is responsible for monitoring the submission of grades.

The incumbent will supervise Student Records/Revenue Assistant.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

The Admissions Officer reports directly to the College Registrar by effectively managing and maintaining timely admissions and student records management through the Student Information System (SIS) 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 1,100 full-time and part-time applications each year.

This position has a direct and great impact on students applying for admission to College programs. It is important to ensure effectiveness and efficiency in processing applications. Delays in processing application forms may result in students not being approved for student funding from FANS, ALTS and other funding agencies and students may not be able to attend their program of choice.

It is important to effectively maintain records to avoid errors in accounting and recording student payments in order to avoid 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 the ability to deal effectively, positively and politely with students in a cross cultural situation.

The Admissions Officer advises and makes recommendations to the College Registrar regarding academic and student matters and processes.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

1. Manages and maintains a timely admissions and student records management system for Nunatta campus and CLCs.

- Responds to all inquiries for information regarding College programs.
- Advises potential applications 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 the Revenue and Student Records Assistant.
- Assists students in completing various applications and other forms.
- Reviews all applications.
- Receives and acknowledges applications from prospective students (approximately 1,100 per year).
- Prepares files for all enrolments (1000+ per year).
- Reviews applications to ensure program eligibility is met.
- 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, FANS, and financial accounts.
 - Prepares files for review by the Student Screening Committees.
 - Sits on Student Screening Committees with program managers regarding the student screening process including interviewing prospective students.
 - Issues notices of acceptance or rejection to student applications.
 - As a member of the Housing Committee, deliver the housing applications of the accepted students so that housing can be assigned.
 - Provides application, registration and confirmation details regularly to program managers.
 - Reviews the program and student information before data entry and follow 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.
 - Prepares and provides statistical reports to external and sponsoring agencies as required and necessary. Provides information on student attendance as required by sponsoring agencies.
 - maintains confidentiality on all student records and program files
- 2. Acts as Campus Liaison officer with GN Department of Family Services and other Inuit Association (s) on student funding.**
- Provide acceptance letters and student enrollment forms when necessary.
 - Complete Student Enrollment Forms
 - Transcripts and continuation forms to funders for 2nd semester students when required
- 3. Supervise the Student Record / Revenue Assistant to ensure :**
- Registration forms are entered in the Student Information System (SIS) on a timely and in an accurate manner.
 - Student bills on are issued on a timely and accurate manner.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

- Fluency in both written and oral Inuktitut along with an understanding of Inuit Cultural Traditions would be a definite asset.
- Experience, knowledge, and understanding of the function, organization and structure of the registration process of a post-secondary institution – purpose, policies, program areas, campuses and regions, funding and decision-making processes.
- Knowledge of the financial administration processes within the Government of Nunavut and or post-secondary institutions.
- Strong organizational and planning skills to schedule work assignments, balance

conflicting demands, priorities, maintain office standards and maintain and improve divisional efficiency.

- Ability to work affectively in a cross cultural setting.
- Excellent interpersonal skills and the ability to work in a team environment.
- Demonstrated good communication and listening skills both orally and in writing in order to communicate effectively with students, faculty and staff.
- Experience and ability to provide career and educational advice.
- Strong public relations and customer service skills.
- Advanced knowledge of a variety of automated systems and software such as PeopleSoft, Multiview, word processing (MSWord), presentation software (MS PowerPoint), spreadsheets (MS Excel): database management software (MS Access), and electronic mail (MS Outlook).
- Knowledge and understanding of adult and post-secondary education, in particular with respect to Northern educational issues.
- Knowledge and understanding of Northern governments, culture, communities and policies.
- Strong listening skills.
- Ability to work independently and with minimal supervision.
- Ability to adapt to ongoing system change/s upgrades

Typically, the above qualifications would be attained by:

- Diploma in Business Administration or Office Administration
- 1 year progressively responsible administration/supervisor experience in a government or a post-secondary setting

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

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

With the upcoming changes to NAC's financial system and learning of the new Student Information System, the incumbent is expected to be flexible in adapting changes.

On several occasions, there will be demands from students and sponsoring agencies on issues regarding student funding, reporting etc.

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical

fatigue or physical stress.

The incumbent must spend a great deal of time standing at the registration counter which can strain back, leg, shoulder and other muscles. The incumbent spends a significant amount of time sitting at the desk for lengthy periods of time working at a computer. The incumbent is constantly moving between his/her desk and the registration counter- particularly during peak registration periods.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

The incumbent is located in a busy, open area office. The incumbent must also be at the registration counter, which is extremely busy and noisy. The incumbent is faced with constant interruptions and must meet on a regular and constant basis with others.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer which requires a great deal of attention to detail. Detailed attention must be given to use of a computer and answering the telephone on a regular basis.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

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 or board or academic records. Dealing with angry students causes significant stress for the position. Stress is also caused by constant interruptions and the workload, particularly during peak registration periods, The incumbent is required to frequently change priorities to ensure that all Divisional projects are completed accurately and when required.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.