A. IDENTIFICATION

Position Title: Coordinator, Graduate Program Admissions
Department: Business Graduate Program - Beedie School of Business
Position Reports To (Title): Associate Director, Recruitment & Admissions
Description Prepared by: 
Date: July 25, 2017

B. POSITION SUMMARY

Reporting to the Associate Director, the Coordinator, Graduate Program Admissions manages student admissions; processes scholarship; oversees graduate program academic calendar changes and senate submission; supervises support staff; and liaises with the Dean of Graduate Studies Office on administrative improvements. The incumbent acts as the resource person to the Graduate Program committees, including Curriculum, and Graduate Studies Committees, as well as various other ad hoc committees.

C. DUTIES AND RESPONSIBILITIES

Admissions and Recruitment Responsibilities (55%)

Manages and coordinates admission processes for the School’s Graduate Programs.

Advises on and develops policies and procedures to ensure the continuous improvement of Graduate programs’ admissions administration. Introduces innovation to the management of the program through continuous quality improvement. Creates and maintains a process manual for recruitment and admissions staff.

Acts as the resource person to the Graduate Programs’ various committees, including Admissions and Graduate Studies Committees and various ad hoc committees such as the Awards and Scholarship Committee. Supports those committees' decisions by reviewing and assessing candidates' experience, educational backgrounds, and personal suitability for their admission to programs and for their receipt of various awards and scholarships. Implements committee decisions.

Keeps a complete list of all available annual scholarships for all graduate programs and makes recommendations on potential recipients. Once awarded, completes all necessary paperwork and forwards on to Graduate Studies for processing.

Develops and runs reports for admission analytics, such as conversion rates, applicant, and student summary reports; and regular status updates.
Organizes and directs the compilation of data. Liaises with external stakeholders such as GMAC to analyze Graduate Program data. Interprets statistical analyses and makes recommendations to the Associate Director based on findings. Prepares reports based on quantitative and qualitative analyses of Graduate Programs.

Advises prospects on the application process, providing assistance and support where necessary, in order to ensure a complete application is submitted in a timely manner.

Oversees the customer relationship management solution for managing prospective students by liaising
with staff, the Associate Director, Graduate Programs, and the Director, Career Management Centre.

Supports the Associate Director, Graduate Programs in maintaining the partnership with Fraser International College (FIC). Coordinates the application process for the Pre-Master’s program and liaises between FIC and Graduate Studies.

Assists with the planning, administration, and participates in information meetings and information dissemination about the Programs to interested employers and prospective students.

Participates in the promotion, evaluation, and enhancement efforts of Graduate Programs by undertaking projects, such as benchmarking programs, and by recommending initiatives to differentiate SFU Graduate Program offerings to the Associate Director.

Participates in the design, writing, publication and distribution of Graduate Program brochures and other marketing materials. In consultation with the Associate Director, reviews other documents, such as the SFU Calendar, to ensure content accuracy.

Coaches staff on promoting Graduate Programs. Point person for Recruitment team.

Attends MBA Fairs when additional resources are required. Promotes Graduate Programs at events.

Develops and conducts entrance surveys for Graduate Programs admissions. Coordinates the distribution and collection of surveys to participants. Creates reports based on survey findings and distributes to Associate Director, Program Director, and Academic Chairs. Analyzes findings and provides recommendations for Graduate Program recruitment and admissions improvements.

**Dean of Graduate Studies Liaison (20%)**

Oversees and coordinates the verification of international student credentials for authenticity. Researches and creates best practices for international CGPA conversion and trains staff on international student credential evaluation.

Processes graduate program requests in SIMS by being the point person between the Department of Graduate Studies and Graduate Programs. Overseas the processing of applications and student files by staff.

Coordinates Senate, SGSC and other committee changes related to admissions. Works with Academic Chairs to oversee admission requirement program changes. Updates staff and internal documents to reflect approved changes.

Ensures academic calendar changes are updated in all Graduate Program marketing and program material.

Oversees the operation of the Graduate Programs admissions system. Evaluates progress and provides feedback to the Department of Graduate Studies for system improvement. Trains staff on using the system.

**Staff Supervision (20%)**

Supervises support staff by: maintaining current job descriptions; proposing significant responsibility changes and re-evaluations; initiating the recruitment of continuing and temporary staff; hiring staff; terminating staff; providing or directing the provision of training; determining development requirements; approving leaves; evaluating performance; initiating corrective action and handling complaints; etc., to provide a motivating, supporting, and rewarding work environment for staff.

Administers the Collective Agreement and responds to grievances to Step 2. After consultation with the Associate Director, authorizes vacation and personal leaves.
Inputs biweekly timesheets for all Graduate Program staff as well other staff located at Segal. Maintains the vacation and sick leave calendar.

**Liaison (5%)**

Acts as a contact person for industry and corporate inquiries into Graduate Programs and leverages these inquiries into opportunities for students in these programs.

**D. DECISION MAKING**

Makes decisions regarding:

- Allocation and re-allocation of work to support the day-to-day operations of Graduate Programs.
- Hires, supervises, trains, evaluates, disciplines, and terminates support staff, in consultation with the Associate Director.
- Recommendations concerning program administration, policies, and procedures.
- Interpretation of statistical analyses and preparation of reports based on quantitative and qualitative analyses of Graduate Programs.
- Content of promotional publications and information packages.
- Makes operational decisions for the implementation of promotional activities for Graduate Programs.
- Decisions regarding grievances up to Step 2.

Refers decisions regarding:

- Budget decisions that could adversely affect the operation of Graduate Programs.
- Changes that significantly alter resource availability, timing, or scheduling of program events.
- Decisions that are outside of established policy or areas where there is no established policy.
- Staff grievances that progress beyond Step 2.

**E. SUPERVISION EXERCISED**

| Number of employees reporting directly to the position. | 4 |
| Total number of employees for whom the position has direct responsibility | 4 |

**F. SUPERVISION RECEIVED**

Works under general direction, meeting with the supervisor to discuss and/or review situations or activities that are not governed by existing policies or past practice. Outcomes are reviewed against objectives in regular scheduled meetings with the supervisor.

**G. UNUSUAL WORKING CONDITIONS**

Some evening and weekend work is required.
H. ENTRANCE QUALIFICATIONS

Undergraduate degree in business and four years related experience including experience in student admission, student recruitment, staff supervision, and program/project management, or an equivalent combination of education, training, and experience.

Excellent communication skills (both oral and written).

Excellent organizational, interpersonal and conflict management skills.

Excellent supervisory and mentorship skills.

Excellent analytical, problem solving, and organization skills.

Proficient in the use of database report design and standard office and web applications applications (word processing, database, and spreadsheet (e.g., Word, Excel, Filemaker, webCT, eLive, Canvas, Marquis).

Proficient in the use of enterprise level information management systems (e.g., SIMS, Peoplesoft, Oasis, etc.).