A. IDENTIFICATION

Position Title: Recruitment, Academic & Student Affairs Advisor
Department: Undergraduate Program, Beedie School of Business
Position Reports to (Title): Coordinator, Undergraduate Program (SFU Burnaby)
Description Prepared By: Date: May 25, 2016

B. POSITION SUMMARY

As a member of the Beedie School of Business Student Affairs unit, the Recruitment, Academic, and Student Affairs Advisor participates in recruiting events. The incumbent plays a prominent role in coordinating the participation of staff, faculty, and students in Faculty events and activities and contributes to the development of core recruitment, enrolment, developmental, and retention programming and activities for students. The Recruitment, Academic, and Student Affairs Advisor provides academic advice and administrative support to prospective and enrolled undergraduate students in accordance with University, Faculty and program policies, procedures, and regulations and supports student success by providing guidance on transfer credit, academic strategies, course and program planning, degree completion, academic difficulty, and the interpretation of undergraduate policies, procedures, and regulations. The Recruitment, Academic, and Student Affairs Advisor reviews and screens undergraduate applications to undergraduate programs and certificates; evaluates graduation applications; and participates in the scheduling of undergraduate courses.

C. DUTIES AND RESPONSIBILITIES

Recruitment & Academic Advising (50%)

Recruitment, Enrolment, & Transition

Facilitates the flow of well-qualified applicants to the Faculty by advising prospective external and internal applicants and by hosting information sessions on programs and certificates.

Participates in recruiting events, on and off campus, including special events such as Open Houses, Information Evenings, High School Counselor’s Day, etc., by attending, developing, and conducting presentations.

Coordinates recruitment events, and collaborates with the Student Services Recruitment group. Plays a prominent role in coordinating the participation of staff, faculty, and students in Faculty events and activities and contributes to the development of core recruitment, enrolment, developmental, and retention programming and activities for students.

Responds to questions from potential students, teachers, counselors, and parents regarding a range of University services (facilities, sports, clubs, societies, child care, residence, parking, etc.), scholarships, awards, and financial aid, educational expenses and transitional considerations, special requirements and/or testing, admission process, programs of study, career options, and program and service offerings at competing post-secondary institutions.
Conducts special projects related to student recruitment, retention, and success.

Evaluates the effectiveness of recruitment initiatives using feedback tools, and recommending improvements in content and delivery methods.

Develops and delivers new student programming to aid in transition into university and Faculty.

Assists the Coordinator with review and creation of marketing materials, including website, video, and print information.

**Admissions, Academic Advising, and Student Success**

Assists Coordinator with selection of qualified applicants by screening and evaluating applications to determine academic eligibility (based on current cumulative average, admission average, and completion of required courses). Consults with applicants to discuss alternate options and program requirements.

Provides academic advice and administrative support to prospective and enrolled undergraduate students in accordance with University, Faculty, and program policies, procedures, and regulations. Reviews degree and program requirements, transcripts, graduation applications, requests for pre-requisite clearances, waivers, course overloads, audit, etc., making referrals to faculty and administrative staff as appropriate.

Advises potential and registered undergraduate students of the academic requirements for the Beedie School of Business degree programs by suggesting programs aligned with personal career goals and interests. Responds to requests for information on a variety of topics such as program admission requirements, course selection and planning, degree completion, and academic difficulty.

Monitors student progress and oversees registration clearances, course changes, and program approvals. Ensures the maintenance of associated records, files, and appropriate resource materials to support student success. Assists students with course adds and overloads during second and third weeks of classes.

Assists students by providing information regarding deadlines and procedures for withdrawals, deferred grades, and appeals at both the faculty and university. Acts as a liaison between students, instructors, and university administrators to ensure university regulations are followed.

Determines appropriateness of requests for withdrawals by comparing university guidelines with student situations and recommends appropriate course of action to ensure its consistency with university regulations.

Provides individualized advising to students in academic difficulty by providing program planning, providing strategies, motivation, and support and, where necessary, providing alternative program and Faculty options to less qualified students.

Communicates with senior students (i.e., those with 90+ credits) regarding degree-completing requirements by contacting the students either verbally or in writing.

Reviews and approves graduation applications by comparing reports against complex and varying University, Faculty, and program-specific requirements, to determine credential eligibility.

Liaises with various departments to confirm completion of joint programs and minors, as well as confirmation of business minor students within Faculties other than Business; contacting students where completion issues arise.
Makes individual recommendations to the Director for the waiver of major/degree requirements, where deemed appropriate.

Corresponds with external institutions to provide administrative program support.

Communicates with staff in the Career Management Centre and Student Engagement Office etc., to ensure a mutual exchange of information regarding programs to assist students with options and planning.

Provides feedback on development of and tests systems that facilitate the retrieval of information for Faculty and program admission, graduation reports, student progress reports, area of concentration information, etc., both internal to the Faculty and with student service units, as appropriate.

Participates in Faculty Committees by providing information. Conducts research and prepares materials and reports for review, etc., to contribute to discussions and decision-making.

Assists in the maintenance of database systems to facilitate the screening and evaluation process.

**Portfolio Support (50%)**

Working in collaboration with the Coordinator, Undergraduate Program, the incumbent is responsible for a portfolio of duties that support undergraduate baseline and program activities. Portfolio duties may include:

**TA Coordination**

Coordinates the hiring of Teaching Assistants, Lab Attendants, Markers, and Teaching Assistant/Markers annually by preparing both electronic and paper recruitment documents; ensuring that the best qualified graduate or undergraduate TA applicants are matched with appropriate positions and that that all available positions are filled and employment offers are made in a timely fashion according to the Teaching and Support Staff Union (TSSU) contract.

Recruits for applicants, including unfilled positions by creating and carrying out novel search methods to find qualified candidates.

Collects relevant application information and works with instructors on TA selection process.

Organizes documentation for the faculty and other units, including contracts, time use guidelines, and evaluations.

Assigns the appropriate number of base units, position type and level of applicant (i.e. PhD, Master’s, Undergraduate or External candidate) for accurate compensation of TA’s.

Completes and keeps current the TA contracts, ensuring they are understood and signed by TA’s and documentation is received by Payroll and TSSU in a timely fashion, providing information to instructors regarding their TA’s including the Time Use Guidelines and mediating with instructors and TA’s in cases of time use disagreements.

Provides assistance and support to instructors with respect to TA performance issues.

Maintains employment records for all applicants who are hired.

**Internal Transfer (Category 3 and 4 Admissions) Admission**

Coordinates updates and evaluation of applicants before the grade deadline and oversees application
updates post-evaluation (appeals, grade changes).

Collects relevant application information, ensures accuracy of information collected, and liaises with applicants as necessary.

Screens internal applications through the admissions process by reviewing and evaluating internal applications against eligibility criteria.

Liaises with appropriate technical support staff to ensure the functionality of the online application form.

Compiles a list of eligible students for admission into the various business programs, making recommendations to the Coordinator when exceptional or extenuating circumstances arise.

**Student Transition & Business Foundation Program Facilitation**

Develops programming to support new student understanding of co-curricular and academic opportunities within and outside of Beedie.

Coordinates introductions to resources and opportunities available to Beedie students.

Facilitates transition and support workshops for students in partnership with a variety of campus partners. Collaborates with centralized transition efforts by overseeing and maintaining Beedie-specific resources such as SFU 101.

Develops and evaluates transition programming and workshops to support academic planning, student success, and retention.

**Academic Calendar, Progress Report, & Communications**

Coordinates the update and maintenance of the Academic Progress Report. Liaises with appropriate central units on program and student record updates, academic departments with joint programs, and the Beedie Career Management Centre on milestones.

Oversees and undertakes testing of Business programs on a semesterly basis. Provides appropriate information to Beedie students via website, video, email and print communication.

Supports the review and update of the academic calendar in accordance with Senate-approved documents and policies on a semesterly basis; makes recommendations for editorial changes.

Develops and maintains communication of academic program-related updates and information to students via student portal, website, email, and print sources; evaluates effectiveness of such communication and develops methods to increase awareness and understanding.

**Enrolment Management**

Gathers and presents enrolment data to Undergraduate Director, Course Scheduler, and Associate Dean, occasionally making recommendations.

Supports Directors in long-term planning of course offerings. Participates in undergraduate program planning by assisting in the identification of priorities in courses and programming.
Makes recommendations on projected course offerings and enrolments and ensures accuracy and currency of information maintained in the databases (SIMS and TRACS). Liaises with faculty and administrators, internal and external to the BBA program, on the processes that facilitate and control registration into Business courses.

Monitors course enrolment on Business courses (and BUEC 232).

Adjusts class sizes to ensure similar enrolment numbers on different sections of the same course. Adjusts class sizes to limit tutorial or course cancellations. Ensures the accuracy of registration restrictions that facilitate the smooth and correct registration of students into Business courses.

**International Transition, Exchange, & Study Abroad**

Working in collaboration with SFU International Services for Students, facilitates the transition of new, international Beedie undergraduate students into the SFU community through communications and in-person appointments.

Responds to questions and liaises with current Beedie undergraduate students regarding outbound international exchange opportunities.

Responds to questions and liaises with confirmed inbound exchange students from other institutions, including preferred business partner institutions.

Liaises with International Services for Students on exchange partners, transfer credit, and programming.

In collaboration with SFU International Services for Students, advises students selected for outbound/inbound exchange on courses and exchange procedures. Assists with exchange transfer credit articulation and coordinates with Academic Directors on specific credit.

Advises incoming Fraser International College students on program requirements and admission.

**Course Scheduling**

Participates in the scheduling process for the Beedie School of Business’ undergraduate program for the SFU Burnaby and Surrey campuses.

Makes recommendations on projected course offerings and enrolments and ensures accuracy and currency of information maintained in the databases (SIMS and TRACS).

Adjusts existing schedule on an on-going basis, through consultation with the Area Coordinators, Academic Directors and Associate Dean, by responding to requests from instructors and administrators (internal and external), to ensure changes meet required program constraints and minimize potential course time conflicts for Business students.

Collects and compiles necessary information regarding course offerings, faculty availability, program requirements, space constraints (lecture and lab rooms), and anticipated enrolments to schedule all Faculty of Business Administration undergraduate courses by liaising with faculty members and administrators, including SFU Scheduling and administrators at the Surrey campus.

Corresponds with appropriate discipline areas inside and outside the Faculty to ensure up-to-date information is available on any changes made to the schedule (additions, deletions, instructor changes, course time and room changes).
Ensures that the course schedule falls within the SFU Course Scheduling Policies.

Ensures the accuracy of registration restrictions which facilitate the smooth and correct registration of students into Business courses.

Liaises with the Program Coordinator and SFU Scheduling to ensure that the requisite coding allows for limited and controlled course access of Business students on academic probation within the program.

Proofs the final version of the Business course schedule within the Schedule of Undergraduate Programs document.

Responsible for the scheduling of courses in various computer labs and seminar rooms that are under the jurisdiction of the Faculty.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Makes decisions regarding:

- development and delivery of new student programming to aid in transition into university and Faculty.
- contributing to the development of core recruitment, enrolment, developmental, and retention programming and activities for students.
- advising on students’ programs based on individual backgrounds and progress.
- selection of eligible and appropriate candidates for admission and T.A. selection based on Faculty and University policy.
- participating in the scheduling of courses.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Situations beyond the scope of existing policies and procedures; serious student problems; resource commitments, late drops, students’ requests that would deviate from established departmental policies.

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible:-

Number of employees reporting directly to the position. 0
Total number of employees for whom the position has direct responsibility. 0

F. SUPERVISION RECEIVED

Works under general supervision; however, exercises initiative and manages priorities with respect to workload planning. Meets with the supervisor to discuss difficult or serious situations not governed by established policies and procedures.

G. UNUSUAL WORKING CONDITIONS

None.
H. **ENTRANCE QUALIFICATIONS**

*What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?*

Undergraduate degree in Business Administration and three years of directly related experience including experience in post-secondary recruitment, academic advising, student programming, or an equivalent combination of education, training, and experience.

Good knowledge of university policies and procedures relating to undergraduate admissions, registration, and graduation.

Excellent organizational skills.

Excellent interpersonal, conflict resolution, and communication skills (oral, written, and presentation).

Ability to exercise mature judgment, tact, and discretion.

Ability to interpret and apply policies.

Ability to multi-task and to meet strict deadlines.

Ability to handle confidential/sensitive material with discretion.

Proficient in the use of a variety of office software applications (e.g., word processing, database, and web-based, and spreadsheet applications).

Proficient in the use of student information systems (e.g., SIMS).

Ability to arrange suitable transportation when travelling to work at any of the SFU campuses.

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I. **ORGANIZATIONAL RELATIONSHIPS**

Coordinator, Undergraduate Program (SFU Burnaby Campus)

Recruitment, Academic, & Student Affairs Advisor (Temp)

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J. **APPROVALS**

Incumbent's Signature: ___________________________ Date: ____________

Supervisor's Signature: __________________________ Date: ____________

Signature of Next Administrative Level: __________________________ Date: _____