Assistant Manager, Applicant Processing and Secondary School Advisor

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Professional and Managerial Group

Assistant Manager, Applicant Processing and Secondary School Advisor

Admission Services, Office of Registrarial Services

Hiring #: 2019-0097

Please read the Application Instructions [1] before applying

Reporting to the Assistant Registrar - Admissions, the Assistant Manager - Applicant Processing and Secondary School Advisor is an integral member of the Admission Services managerial team, working to ensure that enrolment targets are met from an existing strong applicant pool, and in an expedient manner. The incumbent has responsibility and accountability to manage the entire applicant processing function within Admission Services for all Ontario and Canadian high school students, external university and college transfer students, internal University of Guelph applicants, and mature students.

Managing a staff of four permanent as well as several part-time and occasional staff members within the processing unit involves ensuring the seamless processing of applications as well as all related documents and forms that contribute to the adjudication of applications to all undergraduate programs. Equally, the position is charged with initiating and/or coordinating the flow of all correspondence from Admission Services regarding applications for admission to applicants to the University including the Admission Services front counter reception. This position will provide supervision, training and development for the team and assist in setting standards for customer service.

A very strong technical knowledge base is requisite for this position. A sophisticated knowledge of the University’s student information system (Colleague) is needed to understand how the Ontario Universities Application Centre (OUAC) systems, policies and practices align with Colleague and are supported by the University’s document workflow system (ImageNow). Strong analytical thinking and a results oriented approach are critical to ensuring all systems work together for effective and efficient facilitation of the admission process.

In addition, this position is responsible for offering counsel, advice and recommendations regarding admission policy and practices for each of the University’s 12 undergraduate degree programs for both Ontario and out of province high school applicants, their parents/guardians and guidance counsellors within the Canadian high school system.

Requirements of the position include: Undergraduate degree and 2.5 years of previous relevant administrative experience in an academic environment or an equivalent combination of education and experience. Candidates should demonstrate: proficient computer skills, excellent communication, interpersonal and organization skills, well-developed judgement and problem solving skills, and the ability to lead within a team environment. Previous supervisory experience is strongly preferred. Familiarity with the University of Guelph’s admission policies, procedures and student information system will be considered an asset. A valid Ontario driver’s license and availability to work occasional evenings and weekends are necessary.

Position Number 442-014
Classification P04*

Professional/Managerial Salary Bands [2]

*Tentative evaluation; subject to committee review.
At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2019 02 21
Closing Date: 2019 03 14

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[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply
[2] https://www.uoguelph.ca/hr/system/files/P%26M%20Grid-Oct%2026%2C%202017%20-%20April%2030%2C%202020.pdf