Applicant Processing Assistant

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Applicant Processing Assistant

Admission Services, Office of Registrarial Services

Temporary full-time from October 15, 2019 to February 28, 2020
Temporary absence of the regular incumbent

Hiring #: 2019-0584

Please read the Application Instructions before applying

The Applicant Processing Assistant position is one of two within Admission Services responsible for the processing of undergraduate applications to undergraduate degree, non-degree and diploma programs for internal or external applicants, transfer students, Letter of Permission applicants from other domestic or international universities, out of province high school applicants, mature students, as well as applicant program and semester entry amendments. Applications are received primarily through the Ontario Universities’ Application Centre (OUAC) and comprise over 8000 applications and in excess of 50,000 supporting documents per year. Various other anomalous applicant groups are also handled, including University of Guelph staff, senior citizens, International Science Without Borders students, and those applying from the Office of Open Learning. There exists a blend of electronic, telephone as well as some face-to-face contact with the client base.

It is the responsibility of the Applicant Processing Assistant to process applications and supporting documentation received from the aforementioned applicant groups in a timely and accurate manner. Working closely with Admission Counsellors, the Assistant Manager, Applicant Processing and Secondary School Student Advisor, and the Assistant and Associate Registrars, the incumbent ensures that applicant files are managed quickly and decisively from the point of receipt from the OUAC to post decision making.

This position also offers support for the Admission Services Counter in Admission Services, and as such is responsible for a variety of duties supporting the services provided. There is frequent contact with current applicants, parents, guidance counsellors and other secondary and post-secondary school personnel, as well as staff and faculty. The incumbent is responsible for answering inquiries relating to admissions, in particular, and regarding the University, in general, which requires the incumbent to develop a broad knowledge base.

As well, the position will routinely support administrative functions, including the processing of application fees, applicant emails and paper correspondence, as well as attendance at major on campus recruitment events, as needed.

Requirements of the position include: Two year Community College plus six (6) months related experience, preferably in an academic environment, or an equivalent combination of education and experience. Candidates should demonstrate proficient computer skills including: Ellucian/Colleague (Student Information system), ImageNow (document imaging system), MS Office Suite, and email. Excellent communication and organization skills; ability to effectively discern, answer and/or re-direct many and varied queries; ability to respond to multi-line phones while also responding to in-person inquiries with tact, diplomacy and accuracy; attention to detail. Knowledge of the University of Guelph in general and familiarity with admission policies, procedures and student information systems will be considered an asset. Flexibility to work some evenings and weekends.

Covering Position Number 442-008
Classification USW, Local 4120 Salary Band 3*
Normal Hiring Range  $21.12 - $23.58 per hour

*Tentative evaluation; subject to committee review.

At the University of Guelph, fostering a culture of inclusion [2] 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 10 21
Closing Date: 2019 10 28

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply