

COLUMBIA COLLEGE POSITION DESCRIPTION

<p>NOTE: Must; Shall; Will: Should: May or Could; Can:</p>	<p><u>Clarification of Terms</u> These words or phrases indicate actions or activities that are <i>essential</i> or <i>mandatory</i>. This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory. These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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Position Title: Admissions Advisor – Professional Programs

Program/Department Name: Student Services Department

Reporting to: *Student Services Department Chair or Designate;
Academic Department/Program Chair or Designate

Note: The Unit Supervisor of Professional Programs has been designated by the Student Services Department Chair to supervise this position.

* This position reports to the Academic Department/Program Chair or Designate in matters relating to assisting in the successful realization of the academic department or program’s enrollment goals, and to the Unit Supervisor of Professional Programs in areas relating to hours, business procedures, and day-to-day operations.

Position Summary: This critical position has been created to ensure that all new prospects, applicants, and registered students in a professional program are guided in a professional and supportive manner as they move through the enrollment process and throughout their program of studies. The individual provides continual service management according to government and College policies and guidelines.

Organizational Structure:

Level	Financial	Personnel	Operating
Staff and Faculty	As Approved by Supervisor	As Approved by Supervisor	As per Position Description

Financial Authority: the authority to spend funds

Personnel Authority: the authority to hire, supervise, support, assist, train, mentor, discipline and terminate personnel

Operating Authority: the authority over the specific activities as documented in each position description

Qualifications and Experience:

Education & Experience

- Minimum Grade 12 diploma or equivalent, and post-secondary certificate/diploma/degree in a related field (i.e. business, administration, counseling, etc.)
- One year of recent related experience in an admissions role and/or customer service setting.
- Experience working in a soft-sales environment.
- Experience dealing with high volume inquiries, by e-mail and by phone.
- Intermediate level computer skills including: keyboarding at 60 wpm, word processing and data entry skills, spreadsheet development, data base and e-mail management.

Competencies

As a member of Columbia College's student services department, an intermediate level of competency and standard of performance must be achieved in the following areas:

Competency Category	Competency Name
Technical Knowledge and Skills	Keyboarding
	Word
	Excel
	Outlook
	PowerPoint
	Intermediate Computer Skills
	Internet Skills
Behaviors (performance skills)	Attention to Detail
	Interpersonal Skills
	Oral Communication
	Sensitivity to Others
	Tolerance for Stress
	Versatility / Multi Tasking
	Work Standards / Takes Ownership
	Written Communication
	Sales
	Critical Thinking Skills
	Organization Skills
Leadership Competencies	Personal Insight
	Strategic Focus
	Investing in Our People
	Building Our Culture
	Creativity and Innovation
	Problem Solving and Decision Making
	Change Management
	Achieving Results
Job Fit	Adaptability and Flexibility
	Sustainability
Company Fit	Customer Focus/Customer Orientation

Skills & Abilities

- Ability to communicate correctly and effectively in English, both verbally and in writing.
- Ability to interpret and apply College, government, and departmental policies, procedures and guidelines.
- Ability to effectively respond to a wide variety of inquiries in a courteous, pleasant and helpful manner and provide assistance, information and referral when necessary.
- Ability to communicate in other languages an asset.
- Ability to organize and prioritize work.

- Ability to problem solve, to work independently as well as to interact and communicate effectively with others
- Ability to calmly and effectively work with periods of high volume.
- Ability to multitask and work with frequent interruptions.
- Ability to effectively use a soft-sales approach when promoting the College.
- Ability to demonstrate strong leadership skills.

Hours & Days of Work

- Normally, number of hours falls between 20 - 40 hours a week.
- Scheduled times of the day will normally fall between 7:30 am – 7:30 pm as determined by the needs of the clients and as assigned by the department manager. An Admissions Advisor can normally be prepared to have one to two evening shifts a week.
- Hours of work may be adjusted to meet operational requirements.

Roles and

Responsibilities:

For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding of everyone's roles and responsibilities as well as a commitment to fulfilling said responsibilities.

As will be noted in reviewing the list of roles and responsibilities below, it consists of two distinct parts. First is a set of generic roles and responsibilities. This is followed by a list of specific roles and responsibilities. The generic roles and responsibilities are included in every position description at the College. The specific roles and responsibilities are specific to this position.

All responsibilities listed below will be carried out under the general direction and supervision of the Student Services Department Chair or Designate. In consideration of this, the Admissions Advisor – Professional Programs will:

Generic Roles and Responsibilities

1.0 Positive Approach

- 1.1 Approach work in a pleasant, cooperative, and positive way.
- 1.2 View negative experiences as learning opportunities.
- 1.3 Recover quickly and positively from bad experiences.
- 1.4 Try to be constructive, pro-active and act as a protagonist.
- 1.5 Be accommodating, flexible, understanding and supportive.
- 1.6 Believe people are basically good, intelligent, honest and hard working.
- 1.7 Be positive, polite, personable and try to help others.
- 1.8 Encourage others to work in a positive manner.
- 1.9 Help others to view problems and concerns as challenges and opportunities.

2.0 Professional Approach

- 2.1 Contribute to the success of the program/department and organization.
- 2.2 Approach work in an honest, moral, ethical, honorable and trustworthy manner.
- 2.3 Dress in a neat and clean professional manner (e.g. suit, tie, sweater, dress, skirt, dress pants).
- 2.4 Keep informed about changes to his/her industry and specific profession.
- 2.5 Be active in the local chapter of his/her professional association (where appropriate).
- 2.6 Keep informed about political, economic and social changes affecting his/her program/department and the organization.

- 2.7 Seek input, assistance and help from others.
- 2.8 Be personable and humble.
- 2.9 Be dependable and reliable.

3.0 Interpersonal Relations

- 3.1 Treat others in an equal, fair and just manner.
- 3.2 Be sociable, cooperative, outgoing, and have a good sense of humor.
- 3.3 Be considerate and sensitive to others.
- 3.4 Treat others in a friendly and courteous manner.
- 3.5 Speak to others in a sincere and respectful manner.
- 3.6 Be consistent in day-to-day approach to others.
- 3.7 Be available and approachable.
- 3.8 Be respected by others.
- 3.9 Offer support, assistance, and help to others.

4.0 Self Esteem

- 4.1 Demonstrate a willingness to take calculated risks.
- 4.2 Function well in ambiguous flexible environments.
- 4.3 Assume responsibility and leadership when required.
- 4.4 Follow through on commitments.
- 4.5 Demonstrate confidence in areas of responsibility.
- 4.6 Recognize and acknowledge others when they complete jobs/assignments.
- 4.7 Acknowledge others for their specific knowledge and skills.
- 4.8 Recognize others for acquiring new knowledge and skills.
- 4.9 Create opportunities for others to engage in activities that are more satisfying.

5.0 Communication

- 5.1 Communicate effectively in writing.
- 5.2 Demonstrate effective speaking skills.
- 5.3 Demonstrate effective listening skills.
- 5.4 Keep team members informed of changes in the department and organization.
- 5.5 Develop more effective ways to improve communication.
- 5.6 Attend and actively participate in program/department and where needed college meetings.

6.0 Learning to Learn and Professional Development

- 6.1 Continue to increase his/her knowledge and skills. (e.g. credit courses, professional books, journals, articles).
- 6.2 Read and share relevant information.
- 6.3 Identify more effective ways to provide programs and services.
- 6.4 Monitor changes and make or recommend needed adjustments.
- 6.5 Be open to constructive criticism.
- 6.6 Be open to change.
- 6.7 Acknowledge mistakes and learn from them.
- 6.8 Acknowledge when he/she doesn't know something but try to seek out answers.

7.0 Problem Solving/Decision Making

- 7.1 Identify issues, concerns and problems before they get too serious.
- 7.2 Seek input from those affected when solving problems.
- 7.3 Be effective at identifying actual problems and not symptoms.
- 7.4 Identify and thoroughly review several solutions to each problem.
- 7.5 Objectively determine the most appropriate solution to each problem.
- 7.6 Attempt to turn problems into opportunities.

- 7.7 Effectively implement solutions in a timely manner.
- 7.8 Monitor solutions and take corrective action.

8.0 Creative Thinking

- 8.1 Assess situations from a variety of viewpoints or perspectives.
- 8.2 Analyze situations by using such techniques as brainstorming, reframing, forcefield analysis, and lateral thinking.
- 8.3 Where appropriate resolve situations by identifying innovative or creative solutions.
- 8.4 Encourage others to be creative and innovative when finding solutions to situations.
- 8.5 Monitor solutions and take corrective action.

9.0 Negotiating or Conflict Resolution

- 9.1 Identify issues before a conflicting situation arises.
- 9.2 Effectively use conflict avoidance or informal discussion and problem solving techniques.
- 9.3 Effectively negotiate and help others resolve issues in conflict.
- 9.4 Coach and help others learn to resolve issues in conflict.

10.0 Organizational and Time Management Skills

- 10.1 Productively and efficiently manage his/her time.
- 10.2 Effectively use planning tools such as a daytimer, monthly planner and yearly planner.
- 10.3 Maintain an organized office, desk, files, documents and working environment.
- 10.4 Be punctual with appointments and meetings.
- 10.5 Complete assignments and reports in a timely manner.
- 10.6 Help others to become more efficient and effective in completing their work.

11.0 Stress Management

- 11.1 Maintain composure under pressure.
- 11.2 Effectively deal with change and help others deal with change.
- 11.3 Deal with negative situations in a positive manner.
- 11.4 Maintain a balance between personal and professional life.
- 11.5 Maintain a relaxed and low stress environment, thus increasing everybody's performance.
- 11.6 Help others manage their stress effectively.

12.0 Leadership Style

- 12.1 Effectively promote college/program and department directions and vision.
- 12.2 Encourage others to adopt a positive leadership style.
- 12.3 Stimulate interest and enthusiasm on the part of others.
- 12.4 Coach, advise, mentor, and counsel others.
- 12.5 Acknowledge, recognize, reward, and praise others.
- 12.6 Seek new opportunities and take initiative.
- 12.7 Recommend new ideas and directions.
- 12.8 Bring out the best in others and help them channel their energy.

13.0 Occupational Health and Safety Management

- 13.1 All employees are responsible to be familiar with the College's Occupational Health and Safety policies and regulations and their responsibility related to said documents.
- 13.2 All employees are to become familiar and maintain familiarity with the College Emergency Response Plans and their roles and responsibilities when an emergency occurs.

- 13.3 Designated employees are responsible to maintain their training in such areas as First Aid and Cardio Pulmonary Resuscitation.
- 13.4 Each employee should be a participant in emergency response simulation, table top discussions, and/or team meetings related to the subject.
- 13.5 Employees are to take corrective action when they experience an incident or near miss and report this situation on an Incident Report form.
- 13.6 Each employee shall work in a safe manner, be safety conscious on the job and cooperate with other employees by following the health and safety rules of the College.

Specific Roles and Responsibilities

14.0 Professional Conduct

- 14.1 Serve as an effective Ambassador of the College.
- 14.2 Promote and foster a supportive student learning environment.
- 14.3 Provide excellent, quality customer service.
- 14.4 Ensure effective, accountable stewardship of student information and institutional resources.
- 14.5 Promote awareness and understanding of institutional policies and procedures, ensuring accurate interpretation and fair and equitable application.
- 14.6 Demonstrate knowledge and competence in job-specific duties.
- 14.7 Demonstrate a willingness for continual improvement and professional growth.
- 14.8 Demonstrate a sense of ownership for his/her position and responsibilities.
- 14.9 Demonstrate a knowledge or familiarity of other schools and industry expectations for employment.

15.0 Management Style

- 14.1 Appropriately delegate responsibility to others (as needed).
- 14.2 Seek input and feedback prior to making decisions that affect others.
- 14.3 Work with others to improve department and organization effectiveness.
- 14.4 Constantly seek newer, faster, better and more effective ways to achieve results.
- 14.5 Continually work at improving quality of program/department and organization.
- 14.6 Be accurate and attend to detail.

16.0 Goal Setting and Teamwork

- 16.1 Provide input for realistic, measurable, challenging and achievable annual goals.
- 16.2 Provide input for a variety of short term goals in order to achieve annual goals.
- 16.3 Involve team members in setting goals.
- 16.4 Assist to constantly monitor progress in goal attainment and keep relevant others informed.
- 16.5 Identify hurdles to goal achievement and takes corrective action.
- 16.6 Encourage team members to share ideas and concerns related to program/department goal achievement.
- 16.7 Be focused and committed to achieving goals and success.

17.0 General Management

- 17.1 Assist in the hiring process by utilizing the organization's staff selection documents.
- 17.2 Attend and/or conduct team meetings as required.
- 17.3 Continually help other team members become more effective.
- 17.4 Continually strive to maintain and improve morale of others.
- 17.5 Keep his/her supervisor informed of serious matters.

18.0 Business Planning, Budgets, and Corporate Reporting

- 18.1 Assist in providing accurate and timely documents and reports.
- 18.2 Assist in effectively managing approved expenditures.
- 18.3 Assist in achieving or exceeding enrollment/revenue goals.
- 18.4 Assist in achieving or exceeding customer satisfaction goals.
- 18.5 Assist in achieving or falling below expense goals.
- 18.6 Contribute to effective marketing plans for the program/department.
- 18.7 Assist in developing an effective yearly planner for program or department.
- 18.8 Help train and develop highly effective team members.
- 18.9 Help maintain up to date program/department policies, procedures, forms and documents.
- 18.10 Help contribute to an effective program/department and college calendar.
- 18.11 Help contribute to the annual review of the customer satisfaction survey results.
- 18.12 Help prepare reports to supervisor and accreditation, licensing (and/or sponsoring, contracting), authorities.

19.0 Service Delivery and Development

- 19.1 Continually assess the effectiveness of each department service.
- 19.2 Work with team members to improve the effectiveness of the department.
- 19.3 Help to make changes to the department in response to the changing needs of employers, receiving institutions, and students.

20.0 Student/Customer Focus

- 20.1 Help to maintain up-to-date and accurate student transcripts, records, reports and files.
- 20.2 Help to monitor individual student progress and ensure appropriate counsel is provided.
- 20.3 Help to continually monitor and improve the satisfaction level of students.
- 20.4 Help to ensure the provision of needed assistance to each student in obtaining employment or acceptance into an educational program.
- 20.5 Help to constantly improve the success of college graduates.

21.0 Convocation Ceremonies

- 21.1 Assist with leadership as it relates to convocation ceremonies.
- 21.2 Assist with the preparation for the annual convocation ceremonies for entire college.
- 21.3 Assist with development and implementation procedure and policies for convocation.

22.0 Provide routine enrollment support duties:

Each academic professional program is normally assigned one primary admissions advisor who becomes the "lead." This advisor should demonstrate a sense of ownership as he/she supports and leads the enrollment duties of this program by the following:

- 22.1 Clarify information and service needs through effective listening and proactive assessment.
- 22.2 Provide accurate information regarding admissions, registration, student records, fees, and financial information
- 22.3 Demonstrate good judgment and objectivity in assessing all prospective students to ensure that they have the student potential, traits, and characteristics to stay committed to completing their programs and to find employment.
- 22.4 Provide continual service management according to College and government guidelines.
- 22.5 Maintain a high level of competency in understanding and applying government policies and regulations.
- 22.6 Be up-to-date on current updates regarding government regulations, policies and procedures.

- 22.7 Assist the academic chair/s or designate/s in the successful realization of the program's enrollment goals.
- 22.8 Help provide support/intervention, with the cooperation and support of the appropriate program chair and/or designate and other advisors as required, for students who are not meeting the College's requirements for progress, attendance, and/or non-academic expectations.
- 22.9 Discuss the implications of withdrawal, readmission, stepping out and appeal procedures with students as needed.
- 22.10 Ensure each prospect and applicant is entered in CRS and all fields are filled in correctly.
- 22.11 Maintain accurate financial records and up-to-date information in the government tracking systems (Mobius and Extranet).
- 22.12 Maintain an organized approach to follow-up inquiries.
- 22.13 Follow-up with academic assessment results.
- 22.14 Set up College tours, test drives, information sessions, individual appointments, or other appropriate actions for students as they go through the decision-making process.
- 22.15 Demonstrate a keen interest in increasing enrollments through continuous follow-up activities and encourage referrals through careful and supportive case management.
- 22.16 Participate in the planning, organizing and delivery of student information and orientation sessions.
- 22.17 Act in a liaison capacity with other departments to ensure that student enrollment is efficient and delivered with a high degree of customer service.
- 22.18 Ensure smooth entry of students into University Preparation courses.
- 22.19 Ensure that all required documents for University Preparation courses are prepared and signed by the student prior to the start date of the courses.
- 22.20 Provide backup assistance and support for admission advisors who require assistance during peak times and vacation periods.
- 22.21 Provide backup assistance and support for the Unit Supervisor of Professional Programs.

23.0 Perform other 'related' duties and responsibilities as required.