

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:	Coordinator Admissions
Program/Department Name:	Student Services Department
Reporting to:	Manager Student Services
Position Summary:	This individual oversees the effective operations of Professional Program Admissions in order to provide superior client service. This professional works with internal and external stakeholders to ensure compliance with College and government policies and requirements. The individual is directly engaged in student enrollment management, recruitment and retention of students.
Organizational Structure:	The Coordinator Admissions will work in a flat organizational structure consisting of one direct supervisor and a number of program peers. He/she will operate as autonomously as authorized by his/her supervisor.
Qualifications and Experience:	<p>Diploma or degree in business, education, or other related field</p> <p>3 years of experience in student or client services</p> <p>Demonstrated previous history of supervisory or management experience is desirable</p> <p>Strong customer/client service orientation</p> <p>Strong knowledge and skills in the use of technology to advance admissions operations</p> <p>Demonstrated ability to work effectively with ethnic, cultural and socially diverse student populations</p>
Roles and Responsibilities:	<p>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.</p> <p>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.</p> <p>All responsibilities listed below will be carried out under the general direction and supervision of the Manager Student Services. In consideration of this the Coordinator Admissions will:</p>

Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

3.0 Self-Concept and Confidence

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

4.0 Communication

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

5.0 Life-Long Learning and Professional Development

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

6.0 Problem Solving/Decision Making

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge
- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

7.0 Creative Thinking and Innovation

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

8.0 Negotiating or Conflict Resolution

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

9.0 Organizational and Time Management Skills

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

10.0 Stress Management

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

11.0 Leadership Style

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate
- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

12.0 Performance

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

Specific Roles and Responsibilities

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.
- 13.7 Ensure a job-specific orientation is provided for all new or transferred staff.
- 13.8 Ensure all staff affected receives appropriate training when new equipment or procedures are introduced.
- 13.9 Review staff training needs on a regular basis.
- 13.10 Ensure all staff is adequately qualified, suitably trained and with sufficient experience to perform work without or with only a minimal degree of supervision.

14.0 Specific Roles and Responsibilities

- 14.1 Oversee the effective running of Professional program Admissions.
- 14.2 Build, develop, manage, and effectively lead the Admissions team.
- 14.3 Effectively manage and oversee all procedures relating to new applications and renewals.
- 14.4 Focus on improving enrollments through continual assessment of enrollment activities in order to improve recruitment, retention and admission numbers according to College goals. Continually review enrollments to monitor success.
- 14.5 Ensure that Admissions personnel have a clear understanding of College policies and procedures, and all external regulations related to Admissions and student case management.
- 14.6 Provide support to Admissions Advisors concerning student issues, selection process, and funding eligibility.

- 14.7 Perform internal audits and monitoring activities on files and case management to ensure that all Admissions work is of quality and in compliance with necessary policies and procedures.
- 14.8 Monitor Admissions Advisor workload and make changes for equitable workload distribution.
- 14.9 Assist and provide support for Admissions Advisors to successfully reach Admissions goals.
- 14.10 Develop a yearly Admissions operating plan.
- 14.11 Ensure that the Admissions Advisor Manual is kept current and updated.
- 14.12 Work collaboratively with the Accounting Department in areas that deal with the financial issues of students.
- 14.13 Collect, analyze, and provide data reports on Admissions information to the Manager Student Services and other stakeholders.
- 14.14 Work to maintain the integrity of the student database (admissions to permanent records) in order to ensure complete accuracy for local records, as well as, for external auditing and reporting.
- 14.15 Work with the Manager Student Services and other stakeholder to ensure compliance with external standards set by accrediting and regulatory sources.
- 14.16 Work with the Manager Student Services and other stakeholders to develop and implement a recruiting and admissions process designed to communicate effectively and efficiently with prospective students, to communicate admissions decisions to students in a timely manner, and to maintain a productive admissions entry process.
- 14.17 Work with stakeholders to continually evaluate and improve Admissions procedures, documents, and other such components, and initiate the development of new systems to ensure the use of best practices.
- 14.18 Manage the process of establishing and maintaining an accurate and up-to-date database of program information to enhance the service provided to clients and other stakeholders.
- 14.19 Develop a training program for new Admission Advisors and ensure that professional development is planned for the Admissions Team.
- 14.20 Effectively oversee regular Mobius/CRS/Extranet data integrity activities.
- 14.21 Assist in the effective hiring, supervision, and evaluation of Admissions advisors.
- 14.22 Participate in student services meetings and external professional meetings.
- 14.23 Provide backup assistance and support to the Manager Student Services.
- 14.24 Other duties as assigned.