



Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

Job Title:	Graduate Admissions & Support Specialist <i>Staff Bargaining Unit</i>
Position Status:	Permanent, Full-time (35 hours/week) OSSTF
Department:	Office of the Registrar
Supervision Received:	University Registrar
Supervision Exercised:	Student Assistants
Location:	Sault Ste. Marie, ON
# of Position:	1

PRIMARY FUNCTIONS:

A. Graduate Admissions	50%
B. Collaborative Graduate Student Support & Retention	30%
C. Other Duties	20%
TOTAL	100%

The Graduate Admissions and Support Specialist (GASS) is responsible for providing professional-level support throughout the student lifecycle, including prospective and current graduate students. The position focuses on coordinating the recruitment and admissions of graduate students, as well as retention strategies to build community, while cultivating important relationships. The incumbent will provide an excellent client service approach and communicate effectively with internal and external audiences. As a key assessor and evaluator of graduate applications, the position will be required to navigate a high volume of



requests in a timely, accurate, consistent, and equitable manner, working closely with the Graduate Officers and the Faculty Graduate Committees.

The position's activities require meticulous attention to the application and evaluation processes, issuance of admission offers, and communications, ensuring that quality standards and customer service standards are achieved. The GASS will enable the development of improved services to the growing graduate student market, will work closely to facilitate the development of a robust website, and will create work efficiencies for potential students from prospect to registrant. The position will work closely with the Office of the Registrar, Recruitment & Strategic Enrolment, Financial Aid/Scholarships, Marketing & Communications, Student Success, the Graduate Studies Administrative Assistant, the Associate Vice-President Academic (AVPA), the Algoma University Graduate Council, the Faculty Graduate Committees, as well as the Faculty Deans of the University.

RESPONSIBILITIES:

A. Graduate Admissions (50%)

- Review applications and transcripts in compliance with academic standards established by the Graduate Council and approved by the University Senate, and recommend admissibility within those criteria.
- Engage with the Graduate Officers and the Faculty Graduate Committees to prepare the final list of recommended admissions to the AVPA.
- Process, edit, and distribute acceptance and denial letters while consulting with respective academic units/programs regarding the action taken.
- Respond to prospective student inquiries for information regarding the graduate admissions policies, regulations for admissions, procedures, and deadlines.
- Provide information and assistance to academic units regarding policies, regulations, procedures, and criteria governing graduate school admissions.
- Maintain the graduate application form in cooperation with the Office of the Registrar, the respective department/school/program, as well as the AU Graduate Council.
- Assist in monitoring and enforcing graduate admissions regulations and deadlines.
- Review the current status of systems/applications and prepare recommendations to the University Registrar and Graduate Studies for system improvements.
- Provide in-depth and professional responses to questions and concerns about registration aspects of graduate programming.
- Ensure proper communication with students in order to facilitate a seamless transition into the current graduate student lifecycle by leveraging systems used at the recruitment and application stage, workflow, and website development.
- Assist with scheduling and coordination of virtual and in-person outreach events and social media, in collaboration with the department(s)/program(s), and the Recruitment & Strategic Enrolment and Marketing & Communications departments.
- Assist with coordination and scheduling of visits of prospective graduate students, in collaboration with the relevant academic department(s)/program(s), and the



Recruitment & Strategic Enrolment and Marketing & Communications departments., as required.

- Participate in prospective student and applicant-to-registered-student conversion activities and events, to provide admissions information and support.
- Maintain clear communication with campus constituents including students, faculty, and staff.
- Work collaboratively with Marketing & Communications and the Office of Research and Graduate Studies to establish and maintain an effective web presence for graduate admissions.

B. Collaborative Graduate Student Support & Retention (30%)

- Assist graduate students with registration and other matters including, but not limited to, financial aid/scholarships.
- Support program orientation of new graduate students in collaboration with the academic department(s)/program(s), Research and Graduate Studies, Student Life, Student Success Central, the Algoma University Students' Union (AUSU), and the Shingwauk Anishinaabe Students' Association (SASA), as required.
- Assist with the provision of academic and professional development support for all graduate students in collaboration with the academic department(s)/program(s), Research and Graduate Studies, and Experiential Learning and International Affairs, Vice President, Nyaagaaniid, and the Equity, Diversity, and Inclusion (EDI) Academic/Institutional Lead as required and where appropriate, to empower all students to thrive in graduate school and transition into successful careers.
- Assist with community-engaged graduate student activities.
- Support retention by maintaining an understanding of the graduate student lifecycle and working closely with the Strategic Enrolment Management (SEM) Committee.
- Coordinate the flow of information among the Office of Research and Graduate Studies, Registrar's Office, and the academic programs.

C. Other Duties (20%)

- Review policy, procedural, and systems initiatives to provide input, and recommend progressive improvements to the management of graduate admissions.
- Provide statistical data and other relevant reports to the University Registrar and the AVPA, including the dissemination of information to Research and Graduate Studies and various committees such as the Graduate Council and the Faculty Graduate Committees, upon request.
- Report on provincial and federal education system changes, market trends, relevant Indigenous and EDI principles and guidelines, and emerging opportunities for Algoma University.
- Other duties, as assigned.

WORKING CONDITIONS:



Physical Effort	<i>Minimal</i> Work activities require minimal periods of physical effort, requiring a variety of muscle movements, with requirements for speed and coordination
Physical Environment	<i>Minimal</i> Minimal exposure to unpleasant/disagreeable conditions
Sensory Attention	<i>Considerable</i> Work requires the need to concentrate on a variety of sensory inputs for various durations, requiring diligence and attention, and sensitivity to diverse cultural needs and responses
Mental Stress	<i>Considerable</i> Work activities are performed in an environment with frequent exposure to mental pressure conditions where mental stress would be noticeable

MINIMUM QUALIFICATIONS

- Undergraduate degree in any field and a minimum of five (5) years of relevant experience, or an equivalent combination of education and experience, is required.
- Experience in graduate studies is considered an asset.
- Experience working in a client service-focused environment with multiple key members.
- Ability to adapt to new technologies.
- Sensitivity in handling complex and critical student situations.
- Ability to work in a dynamic, high-pressure environment, and participate concurrently on multiple tasks, with conflicting deadlines and priorities.
- Excellent conceptual and analytical thinking skills with the ability to analyze and solve problems.
- Ability to work both independently and as part of a team.
- Understanding of, and ability to uphold, confidentiality.
- Excellent use of technology for collaboration.
- Demonstrated ability to work effectively with people of diverse backgrounds, styles, and abilities.

Salary Scale: **\$58,996 to \$73,745 annually**



**Please submit a resume and cover letter (combined PDF) to
talent.acquisition@algonau.ca no later than 4:00 p.m. on May 13, 2024.**

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.