QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Queen's School of Business, Executive MBA Programs

POSITION NUMBER: 00500735 INCUMBENT:

TITLE: Senior Application Advisor GRADE: 8

JOB SUMMARY:
The Senior Application Advisor works as a member of the program management team responsible for the admissions efforts of the Queen's Executive MBA and Master's programs portfolio. The incumbent will work closely with the senior management team to execute the department's admissions strategy. The Senior Application Advisor is responsible for the day-to-day coordination of the Application Advisor team and administrative staff supporting this team. In addition to holding an admission portfolio, building strong working relationships and recommending to the various Admission Committees on the candidacy of applicants to our programs, the Senior Application Advisor will train Application Advisors in the admission, processes and procedures and will provide direction and guidance on a day-to-day basis. The incumbent will act as a liaison between the Application Advisors and the appropriate Program Director to ensure that proper processes and procedures are being followed when executing the admission strategy for our programs. There is an element of out-of-town travel along with irregular hours including evenings and weekends involved in this position. This position reports to the Director, Program Services in the Queen's Executive MBA and Master's Programs office.

KEY RESPONSIBILITIES:

- Act as a lead and advisor to Application Advisors. Plan and direct activities of the Application Advisors to ensure admission procedures are carried out efficiently and to completion. Train new Application Advisors and administrative staff and ensure they know and follow established procedures. Act as a resource for Application Advisors during unusual or difficult circumstances. Provide guidance to Application Advisors on the evaluation of applications for admission and make admission decisions and recommendations, consulting with the Program Director and Admissions Committee where appropriate. Coordinate the overall group to ensure a well-qualified applicant pool for the professional Master's programs at Queen's School of Business.

- Evaluate admission applications for those candidates looking to pursue a professional Master's degree program while providing a strong customer-focused mindset for those who have applied for any of our programs. Makes admission decisions and recommendations for applicants to proceed in the admissions process based on pre-established admission criteria along with the appropriate Program Director and Admissions Committee representatives.

- Directly manage a portfolio of applicants, in addition to the portfolios of other Application Advisors, by providing advice and guidance on programs that meet their specific professional goals. Ability to maintain strict confidentiality due to the sensitive nature of applicants who may be applying to professional programs and may not be ready to inform their employer. Required to make independent decisions on the status and progress of application files and be able to defend their decisions to Program Directors. May be required to communicate unfavourable admission decisions to

candidates who do not meet the requirements of our admission standards. Will take the lead at managing B2B opportunities and designated high-profile applicants.

- Required to travel within Canada to support recruiting initiatives. This includes, but not limited to, organizing travel itineraries, contacting prospective candidates, arranging meetings for the Program Director or the Application Advisor. In certain situations, conducting presentations to interested candidates may be required.

- Prepare statistical reports and interpretation of the results of recruiting efforts across all programs. Identify trends, opportunities or potential issues to the intended recruitment strategy and escalate to Program Directors. Suggest policy or procedure changes to senior administrators and identify ways to increase organizational effectiveness while being sensitive to issues affecting performance of staff.

- Propose changes to admission policies and practices as necessary to help ensure fairness and access to programs where appropriate.

- Administer operational functions or processes including but not limited to the participation in executing the marketing strategy of the program. In addition, participating in short- and long-term project planning and implementation while verifying accuracy of outcome, and ensuring that the results meet the departmental standards and needs. This may also include providing administrative support to senior staff such as confidential correspondence preparation, scheduling, participation in meetings, and document preparation.

- Professional interaction with all clients, staff and senior administrators; communicating issues in a professional manner; and being an effective and supportive member of the operational team. Ability to work outside the functional team to support all aspects of program delivery and administration when called upon.

- Undertake other duties or special projects as required in support of the department.

REQUIRED QUALIFICATIONS:

- A University degree
- Minimum of 5 years work experience
- Experience in a supervisory capacity
- Proven success in a customer service environment
- Should possess proven leadership ability and have the ability to motivate and provide a positive team environment
- Experience researching, developing and implementing targeted plans
- Experience promoting and executing special events
- Experience in an administrative/service capacity.

SPECIAL SKILLS:

- Communication (both verbal and written), listening, and interpersonal skills are critical qualities to possess in order to perform the many duties of the position which require interaction and communication with others both internal and external to the department.
- Experience in training and staff development.
- Demonstrated organization and planning skills.

- Ability to promote a team environment by taking on leadership, support and motivating roles while maintaining a positive attitude.
- Analytical, interpretive, and problem-solving skills. Ability to work with information (both qualitative and quantitative) to draw conclusions about recruiting efforts.
- Strong customer service mindset.
- Ability to adhere to strict confidentiality.
- Advanced skills in Microsoft Office including Word, Excel, Powerpoint. Experience in Keynote is considered an asset. Experience with database use (both developing and utilizing) is considered an asset. Use of admissions software is considered an asset. Must be able to adapt to changing technology and implement new developments to increase productivity.
- Resourcefulness, creativity, and initiative. Ability to visualize the complete process and the function of each unit within a system.
- Organizational skills with the ability to manage priority conflicts.
- Excellent self-management skills and the ability to work under minimal supervision in a high-performing team based environment. Ability to work under time constraints and meet deadlines.

DECISION MAKING:

- Delegate and assign work to others to meet objectives and deadlines.
- Prioritize own work to meet objectives and deadlines.
- Act as a first level resource to Application Advisors to determine how to respond to challenging questions from senior management, prospective candidates and internal stakeholders.
- Evaluate admission applications in order to make admission decisions for applicants to proceed in the admissions process.
- Use personal judgment and discretion to shape the incumbent's duties on a day-to-day basis as needed and departmental priorities dictate.
- Determine how, when and to whom information should be distributed.
- Based on information and direction of department, interpret policy or analyze procedures and recommend changes or amendments as required.
- Make daily operation decisions and resolve administrative problems within guidelines. Answer queries and produce and distribute information material. Refer complex problems to the Director, Program Services or the appropriate Program Director.
- Recommend new procedures and changes to existing procedures in order to positively impact department or unit's operation to avoid future difficulties.

SUPERVISORY RESPONSIBILITIES

	YES	NO
Does this position have any supervisory responsibilities?	X	☐
If yes to the above question, which of the following duties does the incumbent perform for employees who report to him/her?		
- Makes decisions and/or effective recommendations* to hire staff	☐	X
- Makes decisions and/or effective recommendations to fire staff	☐	X
- Handles disciplinary matters, including issuing written warnings	☐	X
- Conducts performance evaluations for reporting employees	☐	X
- Delegates work and ensures that it is satisfactory	X	☐

SIGNATURES:

_____	_____	_____
Incumbent	Supervisor	Department Head

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Date: