



# PROVIDENCE

## ENROLLMENT OFFICER – UNIVERSITY COLLEGE

For nearly a century Providence has been a Christian academic community in the evangelical tradition that teaches people to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centred university that transforms students into leaders of knowledge, character, and faith to serve Christ in a changing world.

### POSITION OVERVIEW

Reporting to the Director of Enrollment Management, the Enrollment Officer is responsible to maximize contact between the institution and future new students by coordinating online recruitment, data entry, and file management. The Enrollment Office plays an active and important part in the work of the Enrollment Management Office as the primary contact between the future student and the institution throughout the application process. This particular position will focus on international and domestic admissions.

### SUMMARY OF DUTIES AND RESPONSIBILITIES (NOT EXCLUSIVE)

#### INTERNATIONAL ADMISSIONS

##### Applications

- Manage all incoming applications, print documents and create files for program applications for the University College and Theological Seminary
- Accurately maintain application records on student information system

##### Inquiries

- Enter inquiries accurately into the customer relationship management tool and correctly assign to an Enrollment Officer
- Provide a timely customer service experience to inquiries and prospects
- Follow up with inquiries and convert them into applications

##### Recruitment and Promotion

- Lead our international recruitment and promotional efforts with our pathway partners and ACSI schools
- Strengthen relationships with recruitment agents

##### Cross-Departmental Communication

- Act as a liaison between Enrollment, Student Development, and Modern Language Institute and keep these departments informed on the status of our international applications

#### DOMESTIC ADMISSIONS

- Similar responsibilities to those under International Admissions (i.e. Applications and Inquiries) but for Canadian and US prospects
- Represent Providence at certain recruitment events (day-trips, evening events, week-long trips)
- Contribute towards organizing and managing Open House and Breakaway events and other campus visit events
- Work towards meeting personal quotas for application and enrolled student numbers



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## PERSONAL COMMITMENT

- To be in good standing with a local church
- An enthusiastic personal faith commitment
- A commitment to Christian higher education and to Christian ministry
- Affirm the Covenant of Faith of Providence University College and Theological Seminary as outlined in the Employee Handbook
- Able and willing to uphold the Covenant Of Community Life and model conduct accordingly

## EDUCATION & QUALIFICATIONS

- Minimum Bachelor's degree, or equivalent experience
- Minimum 1-2 years recruitment experience in a post-secondary setting
- Knowledge of the school, programs, and student life beneficial
- Proficient in MS Office 365
- Database management experience; Campus management software – used to track student information and Velocify Lead Management system
- Standard office equipment
- Class 5 driver's licence
- Familiarity with Immigration, Refugees, and Citizenship Canada (IRCC) study permit processes
- Priority given to Canadian citizens, permanent residents, or those legally entitled to work in Canada

## COMPETENCIES

- Communication: Excellent oral, written, and interpersonal communication skills; will need to communicate between fellow recruiters, students, pastors, guidance counsellors, teachers
- Customer service attitude; seeks to serve the student as the institution's most important customer
- Strong organizational and detail management skills
- Administrative skills: database management, student information systems
- Initiative: willingness to take on responsibilities and challenges
- Dependability: reliable, responsible, and dependable, fulfills obligations
- Attention to detail: Attentive to detail and thorough in completing work tasks
- Multi-tasking: ability to work on multiple tasks and prioritize a high volume of tasks and activities



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- Solution-minded: ability to give full attention to what other people are saying and to use logic and reason to identify the strengths and weaknesses of alternative solutions
- Flexibility/adaptability
- Time management
- Teamwork
- Public speaking skills (at recruitment events)
- A commitment to Christian higher education and to Christian ministry: the Enrollment Officer will encourage potential students to consider the possibilities of a Christ-centred university education at Providence University College and Theological Seminary

## WORK ARRANGEMENT

- Work independently
- Physical ability to lift and carry up to 70 lbs (ability to transport heavy equipment for displays and other Enrollment-related events – boxes may weigh up to 70 lbs)
- Evenings and/or weekends are required
- Job-related travel, away from the office approximately 10% of the time

## APPLY

- To apply, submit a cover letter and resume by email to [hr@prov.ca](mailto:hr@prov.ca).