



# PROVIDENCE

## ADMISSIONS COUNSELLOR

For 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 Vice President of Enrollment, the Admissions Counsellor supports enrollment advisors in providing comprehensive, one-on-one, admissions and enrollment services to applicants to the University. While not assigned to a specific territory of students, the Admissions Counsellor will operate at various stages of the recruitment cycle including entering and initiating contact with new leads, communicating about campus events and deadlines with applicants at all stages, and other tasks at the discretion of team leadership. This individual will conduct follow-up communication through all communication media (phone, text, email, chat) with prospects, applicants and newly admitted students, and will occasionally participate in special campus events, if needed. Support will also include managing administrative tasks & maintaining CRM records. May conduct campus tours.

### SUMMARY OF DUTIES AND RESPONSIBILITIES

- Supports Enrollment Advisor team throughout various points in the recruitment cycle (i.e., entering leads, communicating deadlines/events/key updates, etc.)
- Interviews and counsels prospective students and families with accurate and impactful information about the university.
- Maintains the highest standards of timely and effective email, text, phone, mail and/or in-person communications that involve admissions recruiting, guidance and/or counseling.
- Provides insight into team activities and initiatives, such as meetings and discussions (group and individual), territory planning, deep well outreach, and others as assigned.
- Provides timely and accurate information to help prospective students complete their applications and provides tailored customer service to assist them through matriculation.
- Maintains a thorough knowledge of university programs, application and admissions requirements, and distinctive features of the university (i.e., athletics, staffing, campus life).
- Collaborates with faculty, Student Life, Athletics, Alumni, and other departments to engage prospective students, by providing valuable resources on topics of interest.
- Assists with administrative duties in the department.
- Assists the Enrollment team in maintaining CRM records.



# PROVIDENCE

- Participates in applicable team training and professional development
- Prioritizes check-ins with supervisor and attends applicable team meetings (as discussed with leadership).
- Additional responsibilities as appropriate.

## COMPETENCIES

- Excellent oral and written communication skills.
- Excellent interpersonal communication skills with all stakeholders (internal and external)
- Upholds the highest standards for customer service. Seeks to serve the student as the institution's most important customer.
- Strong organizational and detail-management skills.
- Administrative, skilled in database management and student information systems.
- Ability to meet deadlines and work under pressure.
- Ability to handle multiple tasks at the same time.

## EDUCATION & QUALIFICATIONS

- Bachelor's degree required.
- Minimum 1-2 years' recruitment experience in a post-secondary setting is preferred.
- Prior experience with faith-based post-secondary institutions is beneficial.
- Proficient in MS Office 365.
- Database management experience.

## PERSONAL COMMITMENT

- An active personal Christian faith commitment.
- A commitment to Christian higher education.
- Support the Providence mission, vision, and values.
- Affirm the Providence [Statement of Faith](#)
- Agree to abide by the Providence [Covenant of Community Life](#)

## WORK ARRANGEMENT

- Part-time (18.75 hours per week).
- May require occasional evening/weekend work.
- Flexible weekly work schedule as per supervisor approval. Schedule changes must be communicated to and approved by the supervisor well in advance of the scheduled work.
- Hours worked in excess of 18.75 hours per week are banked at a 1:1 ratio and used as per supervisor's approval. Hours in excess of 8 hours a day or 40 hours a week are banked at time and a half.
- Position is hybrid, with the anticipation that 1 day per week is on campus.



# PROVIDENCE

## **APPLY**

Submit a cover letter and resume by email to:

Chris Funk, Vice President of Enrollment  
c/o Marlin Reimer, Director of Human Resources  
Email: [hr@prov.ca](mailto:hr@prov.ca)

Start Date: As soon as possible.

Applications will be considered until the position is filled. All qualified candidates are encouraged to apply; however, Canadian citizens and Permanent Residents will be given priority. Applications from members of underrepresented groups are particularly welcome. We thank all applicants for their interest. However, only those selected to move forward in the application process will be contacted.