

Support Job Position Description

Section I: Position information

Effective date	2026-08-24	☒ Update only	☐ Classification review
Position title	Prospective Graduate Student Administrator		
Position number	998842		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual - Alberta		
Department	Faculty of Health Disciplines		
Reports to	Team Lead, Graduate Admissions		

Position summary

Briefly describe the main purpose(s) of the position.

- Responsible for advising prospective students regarding admissibility to all FHD graduate programs.
- Primary contact for all administrative functions related to admissions in the Faculty of Health Disciplines (FHD).
- Assumes overall responsibility for all new applications for graduate programs within the FHD, including initial screening of applications.
- Confirms completeness of admission packages and receipt of documents within deadlines.
- Maintains applicant files, both paper and electronic.
- Assists with the development and maintenance of administrative systems and processes for the FHD graduate admissions.
- Provides administrative support to the Program Directors and Dean as it relates to FHD graduate program applications.
- Assists prospective students with the interpretation of institutional requirements, policies, and regulations.
- Provides back up to other FHD support staff.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Contacts:

- Primary contact for prospective students in the graduate programs in the FHD. Responds to inquiries by phone, mail, email and fax. Provides information and assistance to students regarding admission requirements.
- Responsible for advising prospective students and applicants regarding admissibility to all FHD graduate programs (admission requirements, prerequisite courses, admission GPA calculation inquiries) and directing applicants to additional sources of information (program website/calendar, licensing bodies).
- Primary contact for application program changes, withdrawals, and cancellations.
- Responds to enquiries regarding graduate programs, course deadline, and redirects applicants to other staff members or departments (e.g. Student Finance, IT, Office of the Registrar) as appropriate.
- Requires an understanding of the admissions process for all FHD graduate programs so that appropriate action can be taken on request, or an appropriate referral be made, if necessary, as applicable.

Prospective Student Advising:

- Assists prospective students with queries regarding admission GPA, and verification of documents required for admission.
- Assists with calculation of admission GPA for internationally educated applicants and assists with screening internationally educated applicants for admission; maintains knowledge of international credential assessment services; refers international applicants to other staff members (Graduate Programs Admissions Coordinator) or departments (International Advising; credentialing agencies) as required.
- Maintains knowledge of English Language Proficiency, educational requirements, and FHD and Athabasca University policies.
- Assists prospective non program students with the application process.
- Assists prospective students, in consultation with the Office of the Registrar and other departments, with the interpretation of institutional requirements, policies and regulations.
- Refers prospective students to appropriate University Department or faculty member, as necessary (Student Finance, Office of the Registrar, IT).
- Maintains a record in the applicant's file of additional required admission documents, electronic communications and any admission related documents.
- Serves on internal and external committees as appropriate.
- Represents the Graduate Programs and liaises with other University Departments, external agencies, and educational institutions on matters related to Graduate Programs.

- Represents the FHD Graduate programs at meetings, conferences and other events to promote and raise awareness of all FHD graduate programs. Travel may be required.

Admissions:

- Accepts and maintains all application files for program and non-program applicants (electronic and hardcopy).
- Verifies authenticity of all application documents to ensure applicants' files are accurate in preparation for review.
- Responds to prospective applicant's queries regarding all FHD graduate programs.
- Prepares applicant files, including related documents to determine eligibility for final review by the Admissions Committee; refers applicants to Graduate Program Admissions Coordinator as required.
- Calculates the Grade Point Average (GPA) for each applicant and enters the GPA into the applicants' files prior to review by the Admissions Committee; researches other universities' courses to assist with GPA calculation Ensures all pertinent information is gathered and provided to the Admissions Review Committee/Program Director for decision and action. Must be knowledgeable about what kinds of information is required for the decision-making process.
- Assists in identifying equivalent prerequisite courses on submitted transcripts for each applicant prior to review by the Admissions Committee; researches other universities' courses to assess equivalency to required prerequisite courses; confirms equivalent courses with Admissions Review Committee/Program Director/Faculty.
- Processes application information/documents, including the creation of paper and electronic files.
- Inputs decisions of Admission Committee (e.g. admit; do not admit) into Banner and other admission systems.
- Contacts applicants who are approved on a conditional basis, then follows up with those applicants to ensure these conditions have been met.
- Contacts applicants who have not completed the application process; notifies those applicants by phone or email prior to the application deadline.
- Ensures that related documents are forwarded to Registry for processing.
- Provides accurate application and admission data for graduate programs as required.
- Maintains strict deadlines and other admission requirements for each graduate program.
- Contacts the Office of the Registrar when a duplicate ID has been identified.

- Maintains an electronic record of prospective program and non program enquiries.
- Updates and maintains the electronic application numbers document for the FHD.

Student Fees

- Maintains accurate records of application fees received.
- Submits fees and other related documents (manual admission/application fee payments and refunds) to Finance.
- Monitors payment of admission fees from successful applicants, contacting them if payment has not been made.
- Contacts and informs applicants regarding NSF cheques or declined credit cards.

Data Entry/filing

- Enters applicant information and Admission Committee decisions into Banner and other admission systems, ensuring data integrity.
- Processes application information/documents, including creation of paper and electronic files.
- Ensures application documents are microfilmed, archived and/or shredded as appropriate.

General Office Administration

- Assists to develop and revise administrative processes as they relate to FHD graduate admissions.
- Assists to develop, revise, and maintain an online system for the applications.
- Handles misdirected calls to the FHD and refer the inquiries to the appropriate area.
- Provides training and delegates tasks to casual and temporary staff members, as appropriate.
- Other administrative duties as required and assigned.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

- Extensive knowledge of the FHD Graduate programs.
- Excellent communication and interpersonal skills to deal with applicant contacts externally and with staff internally.
- Ability to advise prospective students or recommend a course of action for a situation.
- Ability to review, verify and secure information gathered that may be related to the prospective student record and programs of study.
- Ability to differentiate between providing information, advising and counselling; it must be noted that counselling is to be provided only by trained professionals and is not to be undertaken by this position; understanding when a referral is necessary.
- Assists in the development and revisions/updates of the graduate application procedures/FHD website.
- Ability to maintain student confidentiality and adhere to university policies.
- Accurately maintains Banner, ensures data integrity.
- Ability to meet continuing changes in procedures due to systems development and program regulation and institutional changes; respond to the increasing number of applications and inquiries.
- Requires a high degree of independence in organizing and performing daily tasks. strict attention to detail and accuracy in completing all assigned duties.
- Ability to remain objective and respectful when dealing with other team members, recognizing the importance of maintaining effective working relationships within a small group.
- Demonstrates a positive, professional image for advising staff and services both internally and externally.
- Demonstrates diplomacy and tact in ongoing and direct contact with students and prospective students.

Work problems

- Analyzes and resolves problems arising from applicant enquiries in a punctual and appropriate manner.
- Resolves or refers prospective student difficulties, as appropriate; act as liaison between prospective students and other departments.
- Workloads may be adjusted daily to handle special tasks and assignments.

- The ability to tolerate disruption; manage time; cope with high volumes of work; ability to work on several diverse tasks at any given time; set priorities; maintain strict deadlines in accordance with changing policies, procedures, and diverse service requests.
- Must deal with unusual degree of uncertainty and variable conditions and circumstances with rapidly changing procedures, situations and developments with respect to knowledge required.
- Initiative is required; access to information may require additional steps to acquire; must search for solutions within the context of clear knowledge of systems and established procedures.
- Recognize and set own priorities.

Authority

- Responsible for information requests concerning admission to FHD graduate programs and for the accuracy and integrity of information and documentation given to current students/applicants, and other departments within the university.
- Communicating university information and/or decisions regarding policies and procedures in all modes of communication.
- Organizes work and sets priorities on an hourly, daily, weekly, and monthly basis to ensure efficient and timely processing of documents and requests; function with minimal supervision.
- Ensures documents are correctly recorded, filed, and/or forwarded to other departments as appropriate.
- Recommends and implements new admission related procedures and/or guidelines for FHD.
- Monitors the application process, including fees and application status.
- Assists in training casual/temporary staff as required.

Contacts and communications

- Requires excellent communication and interpersonal skills in dealing with applicants and coworkers. Tact and diplomacy are required.
- Extensive and comprehensive contact by email, telephone, mail, email and periodically in-person, with prospective students and students.
- Contact with all levels of university staff and with external organizations and institutions; faculty members, tutors, staff within the university.
- The incumbent must be able to keep in mind the requirement for a high level of customer services in all their communications.

- The incumbent must be able to keep in mind the requirement for a high level of customer services in all their communications.
- Maintains a high degree of confidentiality with respect to personal and academic student information used in the admission process. The academic transcripts contain confidential information and knowledge of what information can or cannot be released is imperative. Ensure that confidentiality is maintained by conforming to FOIP.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- An undergraduate degree and at least two years of post-secondary educational work experience, dealing directly with students, preferably in admissions.
- Equivalent education and experience or a combination of these may be considered.
- Extensive knowledge of Athabasca University policies and procedures is required.
- Excellent interpersonal, organizational and time management skills are essential.
- Ability to think clearly and logically and search for solutions.
- Excellent demonstrated knowledge of student information systems (e.g. Banner, MyCreds, Alfresco, CRM Recruit, Ellucian SRM, Greymatter, Amazon Connect, Brightspace, etc.) is required. Ability and willingness to learn to use additional applications and software as needed to fulfill the responsibilities of the role.
- The ability to be patient, understanding and helpful given the high degree of contact with prospective students and other clients is a must. Working with a team of service providers and serving students are the critical components of this position.
- Demonstrated use of written and oral communication skills including, but not limited to listening, problem solving, conflict resolution and investigative skills are essential.
- Proven ability to deal effectively with applicants, students, and staff by email, telephone, and/or in-person.

- Ability to work independently with minimal supervision and to recognize the need for keeping others informed is required.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.