

**Job ID:** COPE-23-14  
**Job Title:** Admissions Information Assistant  
**Department:** Enrolment Services, Undergraduate Admissions  
**Campus:** Thunder Bay  
**Status:** Full-time, Temporary  
**Job Category:** COPE Level 6

**Date Posted:** September 29, 2023  
**Closing Date:** October 13, 2023

## Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit [thunderbay.ca](http://thunderbay.ca).

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

## About this Job

The Admissions Information Assistant contributes to Lakehead University's undergraduate enrolment goals by supporting the receipt and processing of applicant data files and admission documentation. This includes assisting with data imports and distributions, processing admission documents such as transcripts, and supporting the mailout of admission packages.

## Job Duties

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- Transfer OUAC (Ontario Universities' Application Centre) and electronic data distributions into the Lakehead
- Ensure all application information is correct and consistent with programs offered at Lakehead University prior to importing data and determine if errors need to be reported to OUAC;
- Monitor admission responses via OUAC data distributions and in-house coding;
- Prepare and distribute all hard copy applications;
- Receive, sort and distribute all incoming mail/documentation;
- Print names and student numbers on documents upon receipt;
- Change student status from applicant to student (eligible to register);
- Familiarity with documentation of many origins (Canadian and international);
- Maintain missing document bin to ensure admissions files are updated with timeliness and accuracy;
- Assist with mass filing and/or pulling from mainstream files;
- Initiates appropriate functions in Colleague to produce correspondence and matching labels;
- Initiates batch processes related to 101, non-101 (i.e. HBSW1 and HBSW3), TEAS, Law (letters, mail, updates history, edits batch files, etc.);
- Process letters and emails of acknowledgement and admissions as directed by the Manager, Undergraduate Admissions;
- Orders and organizes all admissions related supplies and materials.
- As needed, provides support to the other functions of Enrolment Services, including AARR, SAFA, etc.
- Ensures adequate support and coverage is provided to other Enrolment Services functions during peak periods through recognition of areas in need and adjusting the work focus;
- Process Student Central documentation requests as directed (ex. transcripts, degrees, etc.);
- Assist with mass mail-outs as required (ex. Transfer Award and Bursary letter, degrees, etc.);
- Open, date stamp and distribute mail accordingly;
- Maintain student records and record comments as required;
- Attend seminars and workshops, as required.

## Qualifications

- Post-secondary education is required, preferably in Business Administration, coupled with a minimum of three years' experience in an administrative support position;
- Excellent communication (written, verbal and listening) and interpersonal skills;
- Excellent time management skills with the ability to multitask;
- Ability to maintain the utmost confidentiality with respect to student information;
- Technological literacy – Microsoft Office (Word, Excel), Colleague (Datatel), etc.;
- Detailed knowledge of University policies, procedures and academic regulations;
- Knowledge of secondary and post-secondary education systems within Canada and Ontario, in particular;

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- Detailed knowledge of all facets of undergraduate admissions.

## Working Conditions

- Office environment

## What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

## How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email [careers@lakeheadu.ca](mailto:careers@lakeheadu.ca) for assistance.

**We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.**

**Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or [human.resources@lakeheadu.ca](mailto:human.resources@lakeheadu.ca) to make appropriate arrangements**