



## ONCAT Careers

### Transfer Services Coordinator

**Location:** Toronto, Ontario, Canada

**Type:** Full-time

**Compensation:** \$60,000 to \$65,000 annually commensurate with experience

### About ONCAT

The Ontario Council on Articulation and Transfer (ONCAT) drives innovation to help postsecondary learners get where they want to go, no matter where they begin. We do this as a vital partner and convener of the postsecondary education and training sectors, maximizing opportunities for institutional collaboration to create academic pathways, facilitating recognition of prior learning, and supporting learner transitions and entry into the labour market. To achieve this mandate, ONCAT conducts original research programs that investigate learner mobility, student transfer experiences, academic achievement, equitable access, labour market outcomes, and related topics. In addition, ONCAT administers funding to external research projects that generate new insights about issues in postsecondary education. As a guiding principle, ONCAT pursues research that can inform and inspire student-centric improvements to policies, practices, and pathways at publicly assisted colleges, universities, and Indigenous Institutes in Ontario.

### About the Position

Reporting to the Transfer and Technology Director, the Transfer Services Coordinator will actively support stakeholders for front-line services and events for the Ontario transfer guide, ONCAT's pathway and transfer web portal (ONTransfer.ca). The Transfer Services Coordinator will support content development and communications, engage, and support stakeholder questions and identify service enhancements to maintain ONCAT's service level expectations for ONTransfer.ca. In addition to front-line service coordination, the Transfer Services Coordinator supports administration services that maintain the administration, data entry and collection processes, providing summarized data, or reporting. This includes supporting ONCAT's events and event logistics.

### Responsibilities

#### Frontline Support Services

- Attends and supports ONCAT's in-person and virtual events (e.g. Ontario Virtual Student Transfer Fair, Ontario Universities Fair, college fair, career and education expos, etc). and collaborates with various ONCAT team members to collect, develop, and order materials for events including supporting event logistics.
- Supports development of content, contacts, communications, and outreach initiatives that support stakeholders and partners via established platforms e.g. SharePoint, listservs, CRM, CMS, email, etc.
- Supports development of training and support materials (e.g. manuals, videos, etc.) to educate stakeholders and partners on functionality of web resources e.g. Ontransfer.ca, SharePoint, etc.

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- Supports and applies ONTransfer service level expectations to requests/incidents involving stakeholders and partners.
- Interfaces with all aspects of ONTransfer.ca including public-facing and back-end tools e.g. provides operational support for SharePoint web portal including, but not limited to, communications, registration access, changes in security groups, service support tracking, inquiries, and priority escalations.
- Maintains familiarity with stakeholder and other jurisdictions transfer student supports, policies and processes in Ontario postsecondary schools.
- Provides timely and accurate answers to general and complex inquiries from potential students via various mediums (phone, online or in-person).
- When necessary, escalates serious service issues and/or complaints to ONTransfer Service Manager.

### **Administration Support Services**

- With support from Transfer Services Team supports a wide variety of communication to stakeholders to initiate, collect, and track various data requirements that support ONTransfer.ca.
- Supports, coordinates and tracks external inquiries to support better interactions and improved access to information for stakeholders (e.g. supports improved program pathway submission and approval process, course-to-course relationships, student inquiries, etc.).
- Supports and collaborates on various data-related service initiatives including, but not limited to, pathway administration, data entry and collection processes, providing summarized data, or reporting for internal and external stakeholders that involves [ONTransfer.ca](https://ontransfer.ca) and its various support systems.
- ONTransfer Service Coordinator supports service, task and project tracking within ONCAT's project management tools (e.g. Monday.com) to ensure up-to-date and accurate task planning for ONTransfer Team.
- Coordinates, schedules, and supports meetings for ONTransfer team including, but not limited to, distribution of agendas, taking of minutes, follow-up and additional communications.
- Reviews service interactions to enhance ONTransfer.ca functionality and supports for all stakeholders.
- Supports the development of strategic and operational plans to improve stakeholder engagement.
- Cultivates and maintains good relationships with ONTransfer.ca Administrators, external IT vendors and developers.
- Supports and collaborates with other ONCAT team members as necessary.

### **Qualifications**

- A minimum of 2 years postsecondary education (PSE) in an Ontario institution.
- 3 to 5 or more years of work experience in a student service environment at a postsecondary institution an asset.
- Excellent Office 365 experience including Word, Outlook (including email etiquette), Excel and SharePoint.
- Strong attention to detail and interpersonal skills.
- Ability to work collaboratively and communicate within a team environment.
- Very good reading comprehension skills and verbal communication skills.
- Demonstrated ability to work independently as necessary.
- An ability to build and maintain effective working relationships at all levels of the organization.

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- Experience working in an environment with changing priorities and a high volume of time-sensitive stakeholder needs; call or student service centre experience is an asset.
- Demonstrates tact and diplomacy when working with internal and external stakeholders with diverse backgrounds.
- Staff work in a small office environment and travel may be required.
- French language proficiency would be considered an asset.

#### ONCAT's Commitment to Employees

- ONCAT currently operates with a hybrid work model
- Comprehensive benefits and a pension plan
- Generous vacation, summer hours, and a winter break office closure
- Robust opportunities for professional development and continuous learning
- A team of high-performing colleagues dedicated to understanding and supporting the diverse needs, aspirations, and challenges of learners at publicly assisted colleges, universities, and Indigenous Institutes in Ontario

#### Application Instructions

Please email your resume and cover letter to [careers@oncat.ca](mailto:careers@oncat.ca) and use the position title as your subject line. In your cover letter, please outline:

1. Why you are applying for this position
2. How your qualifications relate directly to the requirements of the position

The deadline to apply is Friday, November 24th, 2023 11:59pm EST. Late applications will not be accepted. We thank you for your interest. Only those selected for further screening or an interview will be contacted. Additional testing may be required.

ONCAT is committed to providing an inclusive and barrier free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please inform ONCAT of your requirements.

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