Assistant, Admissions

FLSA Status: Non-Exempt
Pay Grade: 8
Job Title ID: 12107
Job Series/Job Family: Student Support & Success Series / Admissions Family

Reports To

Supervisor, Admissions and Records.

Job Purpose

To provide support services to prospective and current students, staff, and faculty.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides customer service to prospective, current, and former students; assists students with registration issues and in requesting and distributing student transcripts.
2. Performs various data entry and clerical duties in order to maintain accurate student records; prepares, receives, reviews, and maintains department records and/or documents; opens and distributes mail, files, and maintains office supplies as needed.
3. Responds to inquiries from students, departments, or general public by telephone, fax, e-mail, or in person regarding application status, admissions, records, or related department procedures; provides information as requested.
4. Maintains computerized student files by entering updates and/or deleting records as required.
5. Verifies enrollment and residency status following established guidelines; processes college identification cards.
6. Reviews and processes forms necessary to process changes such as reinstatements, withdrawals, schedule changes, and grade changes.
7. Participates, prepares, and assists with College Connection.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Principles and practices pertaining admissions and/or graduation procedures.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Applying academic record policy and procedures.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and student information and database systems.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

Work Experience

Required

- One year of related work experience.

Preferred

- Customer service work experience and/or work experience in a higher education setting.

Education

Required

- High School diploma or equivalent.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.