



TITLE; ADMISSIONS ADVISOR
SUPERVISOR; DIRECTOR OF ADMISSIONS
DEPARTMENT: ADMISSIONS

PRIMARY OBJECTIVE: Encourages prospective students to use higher education to prepare for professional success. Matching abilities and interests of the applicant with a career education program offered by the College, the advisor offers support, guidance and accountability throughout the enrollment process.

EDUCATION AND TRAINING Baccalaureate degree preferred. Proven sales and customer service experience that leads to successful interaction with adults as they make life changing decisions. Ability to compose and write simple correspondence; ability to affectively present information in one-on-one and groups

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assure honest and ethical disclosure to all interested parties and applicants and compliance with all regulatory and accreditation standards.
2. Answers telephone inquiries.
3. Schedules appointments with prospective students.
4. Makes admissions presentations to prospective students.
5. Completes enrollment package.
6. Gives prospective students a tour of the college.
7. Schedules placement exams and discusses results with applicants.
8. Refers applicants to financial services.
9. Follows up by telephone and correspondence for orientation, start date, and supplies.
10. Develops leads to supplement general marketing.
11. Performs other duties as assigned
12. Offers excellent customer service to all applicants; handles difficult or emotional applicant situations; responds promptly to requests for information; meets commitments.
13. Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates one-on-one presentation skills.
14. Balances team and individual goals; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
15. Shows respect and sensitivity for cultural differences; promotes harassment-free environment. Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
16. Follows policies and procedures; completes paperwork correctly and on time; supports organization's goals and values.
17. Develops strategies to achieve organizational goals; adapts strategy to changing conditions.
18. Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
19. Meets organization's goals; strives to increase and surpass goals.
20. Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.
21. Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.
22. Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.
23. Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.