

POSITION DESCRIPTION

JOB TITLE: ADMISSIONS ADMINISTRATIVE ASSISTANT

DEPARTMENT: ADMISSIONS

DIVISION: STUDENT AFFAIRS

HOURLY WAGE: STARTING \$ 16.05/HOUR, INCREASES COMMENSURATE WITH EXPERIENCE

HOURS PER WEEK: 40 **FLSA:** NON-EXEMPT

IMMEDIATE SUPERVISOR: DIRECTOR OF ADMISSIONS

SCHEDULE DETAILS: CLASSIFIED STAFF/RANGE 4/12 MONTHS

DATE OF LATEST REVIEW/REVISIONS: March 2024

Position Summary

The Admissions Administrative Assistant processes college admission applications, welcomes visitors and prospective students to the admissions office, answers phone calls, provides directions and assistance to those who need help, collects necessary admission paperwork, and supports recruiting events. When the Assistant is winning, applications are processed quickly and accurately, visitors and prospective students are getting excellent and friendly customer service with every interaction, and more students apply to and attend Crowder.

Essential Job Duties

- Process college admissions applications and execute admissions procedures daily
- Schedule campus tours, recruitment visits, college fairs, and high school visits for admission staff
- Answer phone calls, greet visitors and prospective students in a courteous and professional manner and accurately direct inquiries
- Deliver excellent customer service
- Organize all admission records before electronically submitting documents to the Records Office.
- Assist with all Admissions Department events.
- Maintain accurate student data and correct any errors in the student information system.
- Assist students with online application completion and other Admissions/Records processes.
- Work full-time hours: 8:00am – 5:00pm Monday through Thursday, 5:30 pm during priority enrollment weeks, and 7:30 am – 4:30 pm on Fridays.
- Contribute to the overall success of the Admissions office by performing other duties, as assigned.

Required Knowledge, Skills & Abilities

- Associate degree or equivalent work experience required.
- One year full-time related work experience required.
- Ability to understand and effectively communicate complex education processes.
- Well-developed spelling, grammar, and proofreading skills.
- Accurate data entry skills required.
- Ability to perform multiple tasks and remain calm during frequent interruptions.
- Ability to establish and maintain positive working relationships with other employees, students, and the public.
- Willingness to be flexible in hours worked and to coordinate work with others.
- Positive attitude and outstanding customer service.
- Effective telephone communication skills, including ability to obtain and provide information verbally.
- Ability to communicate effectively with a variety of people, including students and the general public.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.

Equipment/Software

- Information Technology Abilities required:
 - Ability to operate a personal computer using the Windows environment on the Crowder College Network

- Ability to use E-mail
- Ability to perform student information system and Records functions (Jenzabar, Documentum, Anthology)
- Ability to perform basic Microsoft Office 365 components (MS Word, MS Excel, MS Power Point)
- Ability to utilize SharePoint, Teams and OneDrive.

Positions Supervised

- None

Working Environment

- A neat appearance is required and appropriate apparel must be worn.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Access information via the Crowder College computer network.
- While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk and/or hear.
- The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language/Communication Skills

- Ability to read and understand the English language.
- Ability to communicate effectively with a variety of people, including staff, students and the general public.
- Ability to understand oral or written instructions, and to ask appropriate questions for clarification.

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