

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> FT, 12 Mo.	<b>Title</b>	ADMISSIONS ADMINISTRATIVE ASSISTANT
<b>Revised:</b> 9/13/2018	<b>Department</b>	STUDENT AFFAIRS
<b>Level:</b> Staff, Range 4	<b>IPEDS</b>	CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b>	DIRECTOR OF ADMISSIONS

**POSITION SUMMARY**

Provide all primary clerical and administrative support for the Admissions Department, ensuring smooth and efficient office administration. The Admissions Administrative Assistant ensures prompt and accurate processing of applications for admissions by utilizing the college information system, matching applications with previously received information, informing applicants of credentials required to complete application processing, and contributes to the supervision of student employee(s) who assist in processing applications. Full time hours: 8:00 am – 5:00 pm Monday through Thursday, 5:30 pm during priority enrollment weeks, 7:30 am – 4:30 pm on Friday.

**MAJOR FUNCTIONS**

1. Coordinate the day to day operation of the Admissions Office and maintain staff schedules. This includes making admission appointments and scheduling campus tours, recruitment visits, college fairs, and high school visits.
2. Answer telephone and greet visitors in a courteous and professional manner, responding to questions, ascertaining nature of requests and directing callers/visitors to appropriate personnel, and taking accurate messages as necessary.
3. Ensure quality service to applied, prospective, and current students by responding to or referring appropriate inquiries regarding policies, procedures and programs of the College to appropriate personnel and offices.
4. Ensure prompt and accurate processing of applications. Enter applications and records data into the college information system which may include new student applications, and other data entry pertaining to student applications.
5. Organize all admission records before electronically submitting documents to the Records Office.
6. Assist with all Admissions events including special enrollment events as needed.
7. Run daily admissions procedures, mail student welcome letters, prospective student packets, and assist with all other recruiting and admission mailings.
8. Assist in keeping data accurate and correcting admissions data errors in the student information system.
9. Assist students with online application completion and other admissions/records processes.
10. Contribute to the overall success of the Admissions office by performing other duties, as assigned.

### **KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

1. Associate degree or equivalent work experience required.
2. One year full-time related work experience required.
3. Ability to understand and effectively communicate complex education processes.
4. Well-developed spelling, grammar, and proofreading skills.
5. Accurate data entry skills required.
6. Ability to perform multiple tasks and remain calm during frequent interruptions.
7. Ability to establish and maintain positive working relationships with other employees, students, and the public.
8. Willingness to be flexible in hours worked and to coordinate work with others.
9. Positive attitude and outstanding customer service.
10. Information Technology Abilities required:
  - Ability to operate a personal computer using the Windows environment
  - Ability to understand operating a personal computer within the Crowder College Network environment
  - Ability to use E-mail
  - Ability to perform student information system and Records functions (Jenzabar, Documentum)
  - Ability to perform advanced word processing using MS Word
  - Ability to perform basic spreadsheet functions using MS Excel

### **EQUIPMENT/SOFTWARE**

1. Operate standard office equipment such as computers, spreadsheets, desktop calculators, copiers, and telephones.
2. See above Information Technology Abilities.

### **POSITIONS SUPERVISED**

Work-Study and/or Student Ambassadors as needed.

### **WORKING CONDITIONS**

1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours, 40 hours per week, but adjustment of hours involving evening and/or weekend work may be required from time to time.
3. 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.
4. A neat appearance and appropriate business-like apparel are required.

### **PHYSICAL DEMANDS**

1. Generally sedentary work involving sitting most of the time but will involve mobility within the office, and various campus sites.

2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

#### **CREATIVE AND ANALYTICAL SKILLS**

1. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
2. Ability to devise or modify methods or processes to solve specific problems.

#### **LANGUAGE/COMMUNICATIONS SKILLS**

1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.