



## Classification Description

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**Job Title:** Admissions Processing Supervisor

**Pay Grade:** 112

**Job Code:** 3976

**FLSA Status:** Exempt

### **Job Purpose**

This is specialized, technical and supervisory work in implementing, auditing, maintaining and reporting on processing operations in the Office of Admissions. Work includes daily supervision of admissions processing staff to include disseminating staff assignments, overseeing operations, screening work for accuracy, and providing support in training Admissions staff on office policies and procedures, state requirements, and processing guidelines. Performs advanced processing activities related to admissions applications, systems work, and other related requests. This position sets the tone for a student-centered, high performance office that emphasizes excellence in service, quality, productivity, and standards.

### **General Responsibilities**

#### **Essential Functions**

Serves as a member of the Admissions leadership team and supports in planning, organizing, directing, and coordinating various facets of the College-wide admissions operations including application, high school transcript, and residency processing.

Hires, trains, supervises, and evaluates admissions processing staff to include developing work schedules, approving work schedule changes, submitting time sheets, and reviewing/ approving requests for leave. Ensures adequate coverage for the main admissions phone line, chat, and processing operations, while serving as a secondary resource and/or back-up as needed.

Provides and models quality customer service and is readily available to provide pleasant and professional service to students and others seeking information regarding the College's admissions and enrollment processes. Provides excellent service for students by responding accurately, timely and professionally to requests and questions via email, phone, and in person and directing students appropriately.

Applies the guidelines set forth in Florida Statute regarding Florida residency for tuition purposes processing documents and entering into Banner. Understands other types of fee waiver options and accurately documents records per policy. Remains current on residency guidelines and related legislative updates providing training to College-wide staff on residency policies and processes.

Serves as a resource for Admissions staff members College-wide to navigate admissions and residency decisions. Attempts to resolve student problems before referring or sending to a supervisor.

## ADMISSIONS PROCESSING SUPERVISOR

Collaborates with supervisor to ensure appropriate resolution when needed.

Provides timely training for individual or group needs when consistent issues surface through the audit activity.

Trains and supports staff in appropriate use of the platform, while escalating system issues to supervisors and IT as appropriate.

Manages admissions processing activities for the Florida Shines Transient Student process in partnership with other Admissions and appropriate Office of the Registrar staff members.

Guides students through the admissions process by providing accurate information regarding residency and admission procedures consistent with College policy and applicable state guidelines.

Maintains knowledge of the College catalog to explain admission and program requirements. Supports in updates to admissions requirements, residency and high school transcripts in the College catalog. Communicates with other departments as needed to convey admissions policy changes along with the needs of students.

Provides information on program and admission requirements and assists prospective students with the application process. Ensures direct reports are trained and knowledgeable on these requirements and processes, while monitoring quality of service delivery and handling student issues as they arise.

Leads and monitors the appointment scheduling system (QLess) for the Office of Admissions. Provides regular reports reflecting services provided by the office to include chat, phone, walk-in, and transaction processing volume.

Ensures the integrity and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other federal regulations, and College records and archival policies.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education.

Three (3) years of related full-time professional work experience in student services, admissions, registration, records, or a related field, including at least one (1) year of full-time professional work in a formal or informal supervisory role. Appropriate combination of education and experience may be substituted.

## ADMISSIONS PROCESSING SUPERVISOR

Demonstrated proficiency in the use of personal computers and software programs such as MS Word, MS Excel and MS Access or similar programs.

Ability to learn database software to input and retrieve data.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

## ADMISSIONS PROCESSING SUPERVISOR

### **Work Conditions/Physical Demands/Special Conditions**

- Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
- Environmental: Normal general office.
- Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 15, 2021. Revised: July 10, 2023, and September 29, 2023.