



Classification Description

Job Title: Coordinator, Admissions Operations

Pay Grade: 109

Job Code: 4305

FLSA Status: Exempt

Job Purpose

This is specialized, technical work in implementing, auditing, maintaining and reporting on processing operations in the Office of Admissions. Work includes performing advanced processing activities related to admissions applications, systems work, and other related requests. Responsible for quality assurance of admissions applications and making corrections for state reporting. 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.

Supports planning, organizing, and coordinating various facets of the College-wide admissions operations including application, high school transcript, and residency processing.

Conducts quality assurance audits of admissions applications. Makes corrections to applications and student records for state reporting purposes.

Develops and implements custom reports, queries, and data extracts to support admissions processing and reporting needs. Troubleshoots and resolves technical issues with admissions systems. Works with IT to develop and maintain workflows and automations related to the CRM.

Collaborates with IT and other departments on integrating and enhancing Banner and CRM Recruit functionality. Provides training and support to admissions staff on effectively using Banner and CRM Recruit to perform their job duties.

Monitors and manages the scheduling for the Office of Admissions staff. Provides regular reports reflecting services provided by the office to include chat, phone, walk-in, ticketing system, and transaction processing volume.

COORDINATOR, ADMISSIONS OPERATIONS

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.

Provides and models quality customer service. Readily available to provide professional service to students and others seeking information regarding the College's admissions and enrollment processes. Provides excellent service 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 fee waiver options and accurately documents records per policy. Remains current on residency guidelines and related legislative updates.

Collaborates with supervisor to ensure appropriate resolution when needed. Provides timely training for individual or group needs when consistent issues surface through audit activity.

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 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.

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.

Two (2) years of full-time professional work experience in admissions, recruitment or enrollment services at an institution of higher education.

COORDINATOR, ADMISSIONS OPERATIONS

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

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.

COORDINATOR, ADMISSIONS OPERATIONS

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: June 25, 2024.