



## Classification Description

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**Job Title:** Admissions Operations Specialist

**Pay Grade:** 107

**Job Code:** 4770

**FLSA Status:** Non-Exempt

### **Job Purpose**

The Admissions Operations Specialist serves as the operational subject-matter expert for admissions processing. This role is responsible for complex processing, budget reconciliation, workflow monitoring, and training of other processing staff.

### **General Responsibilities**

#### **Essential Functions**

Serves as an operational subject-matter resource for admissions processing, residency, dual enrollment, transient and guest students, limited access programs, and related cases within an assigned scope.

Monitors daily application and document workflows across campuses, tracking backlogs, error reports, and turnaround times; identifies issues and recommends workload adjustments to leadership.

Is responsible for the distribution of high school transcripts to appropriate processing queues.

Provides operational support for customer service channels, including monitoring and assisting with chat, email, and phone queues during peak registration periods or during periods of staff shortages.

Tests and maintains admissions-related CRM and SIS workflows, and reports in collaboration with the Assistant Director and IT, with a focus on accuracy and operational efficiency.

Maintains and regularly updates the Admissions Processing Policies and Procedures Manual, along with job aids and training materials.

Supports onboarding and ongoing training for Admissions Processing Specialists.

Provides advanced support to staff on residency decisions, documentation standards, and fee waiver options, ensuring adherence to Florida Statutes, institutional policy, and regulatory requirements.

## ADMISSIONS OPERATIONS SPECIALIST

Assists with generation of operational and compliance reports (error reports, limited access admissions, dual enrollment batch admissions, application funnels) and contributes to state and institutional reporting requirements.

Manages and reconciles the Admissions department budget, including tracking expenditures, processing budget transfers, and supporting annual budget development.

Supports recruitment and yield efforts (events, high school visits, campus programs) by providing operational support, data, and occasional on-site assistance, as needed.

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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution.

Two (2) years of professional full-time work experience in admissions.

An equivalent combination of education and relevant experience may be considered.

Ability to travel to businesses, schools, and other community contact locations independently.

Demonstrated experience using a personal computer, office software (i.e., Microsoft 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.
- 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, orally in individual and large group settings, 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.

## ADMISSIONS OPERATIONS SPECIALIST

- Exhibit solid organizational skills and attention to detail.
- 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.

### **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: January 22, 2026.