



Classification Description

Job Title: Admissions Specialist II

Pay Grade: 107

Job Code: 4771

FLSA Status: Non-exempt

Job Purpose

This is specialized work providing customer service, data entry, and bachelor's degree application processing in the Office of Admissions. The Admissions Specialist II evaluates applications, communicates proactively with applicants, and serves as a primary liaison between admissions and other academic departments.

General Responsibilities

Essential Functions

Evaluates and processes bachelor's degree applications from submission through decision, ensuring accuracy and timeliness in accordance with established admissions policies and procedures.

Communicates proactively with applicants via phone, email, chat, and in person regarding missing items, application status, next steps, and key deadlines.

Provides operational support for customer service channels, including monitoring and assisting with chat, email, and phone queues.

Serves as the primary admissions point of contact for other departments (including academic departments, advising, financial aid, the registrar, and student services), responding to questions about admissions requirements, timelines, and processes.

Provides application status updates and clarifications to internal stakeholders.

Coordinates the resolution of student-specific issues and escalates cases appropriately.

Periodically meets with Associate Deans and Advisors to establish and review enrollment goals.

Serves as a backup for processing transient and guest student applications, assisting with evaluation, documentation, and updates when primary staff are unavailable or during peak periods.

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Supports the generation of basic reports and tracking (e.g., bachelor's application volume, decision counts, and pending items) as requested by the Admissions Director.

Supports recruitment and yield efforts (events, high school visits, and campus programs) through staffing, logistics, and on-site assistance as needed, in collaboration with the Senior Coordinator and Admissions leadership.

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 degree from a regionally accredited institution.

Two (2) years of professional full-time work experience in admissions. An appropriate combination of education and experience may be substituted.

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

Demonstrated experience using a personal computer, office software (e.g., 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.
- 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.

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- 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.