

# JOB DESCRIPTION



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**Position Title:** Admissions Specialist

**Department:** Admissions and Records

**Employment Category:** Non-Exempt Staff

**Primary Location:** Sierra Vista Campus

**FLSA Classification:** Non-exempt

**Remote Work Eligible:** No

**Parameters:** 40 Hours/Week; 12 Months/Year **Pay Grade:** NE07

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**Position Summary:** The Admissions Specialist is responsible for serving as the customer service lead for the registration counter, supporting student registration, admissions, record maintenance, and transcript services, while providing excellent customer service at the registration counter, via email and over the phone and for providing clerical and department records support to the Registrar and department staff.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Serves as the lead customer services representative, performs exceptional customer services for students, employees, and public inquiries; responds to calls concerning course offerings, registration, and assists in the preparation of admissions materials for prospective students; assists students in the admissions and registration processes, ensuring students understand college policies and procedures concerning their student records

Maintains student records and systems with discretion and accuracy in accordance with internal policies and external regulations; follows college policies, state, county and federal regulations in all related activities

Provides high-level organizational, administrative, and project support to department staff through maintenance and tracking of information, performing data entry and verification, ensuring data integrity, processing mail and correspondence, compiling periodic reports, performing routing, copying and filing, and maintaining office supplies inventory

Oversees and supervises student employees; makes recommendations regarding department organization and process workflows; promotes teamwork, collaboration, and resource sharing throughout the department and with other departments; maintains and updates all training materials for registration technicians including initial training

Coordinates the dual admissions process with partner institutions, serving as the liaison for other colleges and universities to research, resolve, and respond to student concerns, collaborates with partner schools regarding universal admissions applications, processes, and information forms

Assists the international student coordinator with gathering and maintaining documentation required by United States Citizenship and Immigration Services (USCIS) to efficiently process international student admissions

Maintains department fiscal records, including processing of purchase and travel requisitions, purchase orders, invoices, travel vouchers, etc. and reconciliation of budgets, investigates vendor issues as needed; reconciles and files purchase card transactions for the Registrar and other department staff as required

Performs other related duties as assigned

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**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education  
Three years related experience

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered*

**Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures  
Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications  
Knowledge of the general proper operation of and the ability to use personal computers and standard office equipment  
Knowledge of general office management practices  
Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner  
Ability to relate to a diverse population and to maintain composure when faced with difficult situations  
Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail  
Ability to work independently while contributing to team environment  
Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes  
Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public  
Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information  
Ability to work accurately, efficiently, and effectively with all types of data  
Ability to work under pressure with frequent interruptions

**Work Environment:** Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, ability to communicate.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

**Mental Application:** Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

**Reports To:** Director of Admissions and Records

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.