

Memo to: College Community  
From: Human Resources  
Re: Open Position—PLEASE POST  
Date: February 5, 2020

Position: Admissions Operations Specialist, Front Desk  
(Admissions Office)

Summary Description: Under the direct supervision of the Director of Admissions and Office Manager, performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files, activating and distributing daily and weekly statistical reports, and data entry; manages Admissions Office software and systems including, but not limited to, G Suite, Jenzabar Recruitment Manager (Salesforce) and the College's mainframe Jenzabar CX 8.1; fulfills front desk duties in the Office of Admissions, including serving as the initial point of contact for phone inquiries to the Office and also on-campus inquiries and visits. Daily front office operations include but are not limited to telephone, voice mail, and email contact; answering questions; and referring people to appropriate offices/ persons in Admissions and other areas of the College.

Description of Duties and Responsibilities:

*Essential Functions*

Front Office

1. Supports the execution of all admissions campus visit events through planning and providing appropriate support. The comprehensive campus visit includes, but is not limited to, campus tour, classroom visits, faculty appointments, financial aid appointments, fulfilling overnight stay requests and any other special appointments requested by visiting student.
2. Answers, screens, tracks and transfers incoming telephone calls and messages to the appropriate party.
3. Warmly and efficiently receives visitors to the Office of Admissions.

4. Maintains a master calendar of appointments for professional staff of prospective student visits, meetings, special events and other important dates and sends daily email announcing the visitors, presentation coverage, and employee time off.
5. Assists Vice President of Enrollment Services and senior admissions staff with clerical duties, e.g., expense reports, travel coordination, report preparation/distribution.
6. Trains and effectively utilizes student workers and volunteers.

#### Data Management Responsibilities

1. Provides significant support in data entry such as entering inquiry cards, applications, and downloading supporting documents.
2. Compiles statistical data for daily and weekly reports.
3. Provides operations support, to include but not limited to: word processing, mail distribution, and running letters.
4. Responsible for maintaining integrity and confidentiality of admission data.
5. Processes and distributes mail correspondence and emails sent to the Office of Admissions.
6. Other duties as assigned by the Director of Admissions.

#### *Marginal Functions*

1. Responds to requests for information from College faculty and staff.
2. Operates Office Equipment.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
2. Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook and Internet Explorer.
3. Knowledge of and ability to use Admissions Office software and data system(s) or the ability to learn within 1 month of employment.
4. Demonstrated ability to provide excellent customer service to a wide range of users, providing same consistently, accurately and professionally in keeping with projected institutional policies and image.
5. Ability to work effectively with colleagues throughout the institution. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with administration, faculty, staff, students, and others by sharing ideas and perspectives of others positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping supervisors and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting

solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

6. Strong communication skills and ability to convey information effectively.
7. Possessing problem solving and analytical skills with an attention to detail.
8. Ability to prioritize requests based on general directions from the Director of Admissions.
9. Ability to make, follow through and document accountability for short and long term plans.
10. Ability to perceive of and execute varied and multiple details.
11. Ability to work effectively under pressure with multiple priorities and deadlines.
12. Ability to train and effectively utilize student workers and volunteers.
13. Ability to maintain a high level of confidentiality.
14. Must be able to sit for two-hour intervals for up to 8 hours per day under artificial lighting and operate a computer, telephone, photocopier, fax machine and other business equipment.
15. Available for occasional weekend and evening work.

#### Qualification Standards:

*Education:* High School Diploma or equivalent. Associate's Degree or higher preferred

*Experience:* A minimum of one year of general clerical experience, including front desk/office receptionist involving pleasant, outgoing and efficient telephone manners, the ability to multi-task, ability to analyze situations, and make quick and sound decisions.

*Other Qualifications:* Experience using MS Office Pro programs; Higher Education Database familiarity preferred.

#### *Other Considerations:*

- The hiring process includes, e.g., a criminal history background check.
- This person is considered a responsible employee in accordance with College Title IX policies.
- The Admissions Office strives to maintain a professional image representing the College, and business-appropriate attire is expected. Employees are expected to maintain a neat, clean, and well-groomed appearance.

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Review of applications begins immediately. To apply, mail a cover letter and resume to: pdavis@shc.edu or Human Resources Office, Spring Hill College, 4000 Dauphin Street, Mobile, AL 36608.

This Admissions Office team member performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files; activating and distributing daily and weekly statistical reports; data entry; and managing Admissions Office software using multiple systems. S/ he also fulfills all front desk duties in the Office of Admissions, including serving as the initial point of contact for phone inquiries to the Office and also on-campus inquiries and visits.

Full job description, requirements, and application procedures are available by clicking on the Job Description link. This position is open until filled.

Memo to: College Community  
From: Human Resources  
Re: Open Position—PLEASE POST  
Date: January 8, 2019

Position: Admissions Operations Specialist  
(Admissions Office)

Summary Description: Under the direct supervision of the Director of Admissions and Office Manager, performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files, activating and distributing daily and weekly statistical reports, and data entry; manages Admissions Office software and systems including, but not limited to, CRM, Jenzabar Recruitment Manager (Salesforce) and the College's mainframe Jenzabar CX 8.1; fulfills front desk duties in the Office of Admissions, including serving as the initial point of contact for phone inquiries to the Office and also on-campus inquiries and visits. Daily front office operations include but are not limited to telephone, voice mail, and email contact; answering questions; and referring people to appropriate offices/ persons in Admissions and other areas of the College.

Description of Duties and Responsibilities:

*Essential Functions*

Front Office

7. Supports the execution of all admissions campus visit events through planning and providing appropriate support. The comprehensive campus visit includes, but is not limited to, campus tour, classroom visits, faculty appointments, financial aid appointments, fulfilling overnight stay requests and any other special appointments requested by visiting student.
8. Answers, screens, tracks and transfers incoming telephone calls and messages to the appropriate party.
9. Warmly and efficiently receives visitors to the Office of Admissions.

10. Maintains a master calendar of appointments for professional staff of prospective student visits, meetings, special events and other important dates and sends daily email announcing the visitors, presentation coverage, and employee time off.
11. Assists Vice President of Enrollment Services and senior admissions staff with clerical duties, e.g., expense reports, travel coordination, report preparation/distribution.
12. Trains and effectively utilizes student workers and volunteers.

#### Data Management Responsibilities

7. Provides significant support in data entry such as entering inquiry cards, applications, and downloading supporting documents.
8. Compiles statistical data for daily and weekly reports.
9. Provides operations support, to include but not limited to: word processing, mail distribution, and running letters.
10. Responsible for maintaining integrity and confidentiality of admission data.
11. Processes and distributes mail correspondence and emails sent to the Office of Admissions.
12. Other duties as assigned by the Director of Admissions.

#### *Marginal Functions*

3. Responds to requests for information from College faculty and staff.
4. Operates Office Equipment.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

16. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
17. Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook and Internet Explorer.
18. Knowledge of and ability to use Admissions Office software and data system(s) or the ability to learn within 1 month of employment.
19. Demonstrated ability to provide excellent customer service to a wide range of users, providing same consistently, accurately and professionally in keeping with projected institutional policies and image.
20. Ability to work effectively with colleagues throughout the institution. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with administration, faculty, staff, students, and others by sharing ideas and perspectives of others positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping supervisors and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting

solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.

21. Strong communication skills and ability to convey information effectively.
22. Possessing problem solving and analytical skills with an attention to detail.
23. Ability to prioritize requests based on general directions from the Director of Admissions.
24. Ability to make, follow through and document accountability for short and long term plans.
25. Ability to perceive of and execute varied and multiple details.
26. Ability to work effectively under pressure with multiple priorities and deadlines.
27. Ability to train and effectively utilize student workers and volunteers.
28. Ability to maintain a high level of confidentiality.
29. Must be able to sit for two-hour intervals for up to 8 hours per day under artificial lighting and operate a computer, telephone, photocopier, fax machine and other business equipment.
30. Available for occasional weekend and evening work.

#### Qualification Standards:

*Education:* High School Diploma or equivalent. Associate's Degree or higher preferred

*Experience:* A minimum of one year of general clerical experience, including front desk/office receptionist involving pleasant, outgoing and efficient telephone manners, the ability to multi-task, ability to analyze situations, and make quick and sound decisions.

*Other Qualifications:* Experience using MS Office Pro programs; Higher Education Database familiarity preferred.

#### *Other Considerations:*

- The hiring process includes, e.g., a criminal history background check.
- This person is considered a responsible employee in accordance with College Title IX policies.

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Position is open until filled. To apply, mail a cover letter and resume to: [pdavis@shc.edu](mailto:pdavis@shc.edu) or Personnel Office, Spring Hill College, 4000 Dauphin Street, Mobile, AL 36608.

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Memo to: College Community  
From: Human Resources  
Re: Open Position—PLEASE POST  
Date: August 23, 2018

Position: Admissions Operations Specialist  
(Admissions Office)

Summary Description: Under the direct supervision of the Director of Admissions and Office Manager, performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files, activating and distributing daily and weekly statistical reports, and data entry; manages Admissions Office software and systems including, but not limited to, CRM, Jenzabar Recruitment Manager (Salesforce) and the College's mainframe Jenzabar CX 8.1; fulfills front desk duties in the Office of Admissions, including serving as the initial point of contact for phone inquiries to the Office and also on-campus inquiries and visits. Daily front office operations include but are not limited to telephone, voice mail, and email contact; answering questions; and referring people to appropriate offices/ persons in Admissions and other areas of the College.

Description of Duties and Responsibilities:

*Essential Functions*

Front Office

13. Supports the execution of all admissions campus visit events through planning and providing appropriate support. The comprehensive campus visit includes, but is not limited to, campus tour, classroom visits, faculty appointments, financial aid appointments, fulfilling overnight stay requests and any other special appointments requested by visiting student.
14. Answers, screens, tracks and transfers incoming telephone calls and messages to the appropriate party.
15. Warmly and efficiently receives visitors to the Office of Admissions.
16. Maintains a master calendar of appointments for professional staff of prospective student visits, meetings, special events and other important dates and sends daily email announcing the visitors, presentation coverage, and employee time off.
17. Assists Vice President of Enrollment Services and senior admissions staff with clerical duties, e.g., expense reports, travel coordination, report preparation/distribution.
18. Trains and effectively utilizes student workers and volunteers.

Data Management Responsibilities

13. Provides significant support in data entry such as entering inquiry cards, applications, and downloading supporting documents.

14. Compiles statistical data for daily and weekly reports.
15. Provides operations support, to include but not limited to: word processing, mail distribution, and running letters.
16. Responsible for maintaining integrity and confidentiality of admission data.
17. Processes and distributes mail correspondence and emails sent to the Office of Admissions.
18. Other duties as assigned by the Director of Admissions.

### *Marginal Functions*

5. Responds to requests for information from College faculty and staff.
6. Operates Office Equipment.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

31. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
32. Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook and Internet Explorer.
33. Knowledge of and ability to use Admissions Office software and data system(s) or the ability to learn within 1 month of employment.
34. Demonstrated ability to provide excellent customer service to a wide range of users, providing same consistently, accurately and professionally in keeping with projected institutional policies and image.
35. Ability to work effectively with colleagues throughout the institution. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with administration, faculty, staff, students, and others by sharing ideas and perspectives of others positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping supervisors and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
36. Strong communication skills and ability to convey information effectively.
37. Possessing problem solving and analytical skills with an attention to detail.
38. Ability to prioritize requests based on general directions from the Director of Admissions.
39. Ability to make, follow through and document accountability for short and long term plans.
40. Ability to perceive of and execute varied and multiple details.
41. Ability to work effectively under pressure with multiple priorities and deadlines.
42. Ability to train and effectively utilize student workers and volunteers.
43. Ability to maintain a high level of confidentiality.

44. Must be able to sit for two-hour intervals for up to 8 hours per day under artificial lighting and operate a computer, telephone, photocopier, fax machine and other business equipment.
45. Available for occasional weekend and evening work.

Qualification Standards:

*Education:* High School Diploma or equivalent. Associate's Degree or higher preferred

*Experience:* A minimum of one year of general clerical experience, including front desk/office receptionist involving pleasant, outgoing and efficient telephone manners, the ability to multi-task, ability to analyze situations, and make quick and sound decisions.

*Other Qualifications:* Experience using MS Office Pro programs; Higher Education Database familiarity preferred.

*Other Considerations:*

- The hiring process includes, e.g., a criminal history background check.
- This person is considered a responsible employee in accordance with College Title IX policies.

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Memo to: College Community  
From: Human Resources  
Re: Open Position—PLEASE POST  
Date: July 20, 2018

Position: Admissions Operations Specialist  
(Admissions Office)

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Description of Duties and Responsibilities:

*Essential Functions*

Front Office

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20. Answers, screens, tracks and transfers incoming telephone calls and messages to the appropriate party.
21. Warmly and efficiently receives visitors to the Office of Admissions.
22. Maintains a master calendar of appointments for professional staff of prospective student visits, meetings, special events and other important dates.
23. Assists Vice President of Enrollment Services and senior admissions staff with clerical duties, e.g., expense reports, travel coordination, report preparation/distribution.

Data Management Responsibilities

19. Provides significant support in data entry. [vague] E.g., \_\_\_\_\_.
20. Compiles statistical data for daily and weekly reports.
21. Provides operations back-up, to include but not limited to: word processing and mail distribution.
22. Responsible for maintaining integrity and confidentiality of admission data.
23. Monitors and maintains CRM regarding production and flow of materials to prospective students and data entered in system.
24. Responsible for performing maintenance and troubleshooting on data in JRM and CX.
25. Other duties as assigned by the Director of Admissions.

### *Marginal Functions*

7. Responds to requests for information from College faculty and staff.
8. Operates Office Equipment.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

46. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education.
47. Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook and Internet Explorer.
48. Knowledge or and ability to use Admission Office software and data system(s) or the ability to learn within \_\_\_\_ months of employment.
49. Demonstrated ability to provide excellent customer service to a wide range of users, providing same consistently, accurately and professionally in keeping with projected institutional policies and image.
50. Ability to work effectively with colleagues throughout the institution. Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with administration, faculty, staff, students, and others by sharing ideas and perspectives of others positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping supervisors and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
51. Strong communication skills and ability to convey information effectively.
52. Possessing problem solving and analytical skills with an attention to detail.
53. Ability to prioritize requests based on general directions from the Director of Admissions.
54. Ability to make, follow through and document accountability for short and long term plans.
55. Ability to perceive of and execute varied and multiple details.
56. Ability to work effectively under pressure with multiple priorities and deadlines.
57. Ability to train and effectively utilize student workers and volunteers. YOU DON'T HAVE ANY FUNCTION(S) MENTIONING SUPERVISION??
58. Ability to maintain a high level of confidentiality.
59. Must be able to sit for two-hour intervals for up to 8 hours per day under artificial lighting and operate a computer, telephone, photocopier, fax machine and other business equipment.
60. Available for occasional weekend and evening work.

### Qualification Standards:

*Education:* High School Diploma or equivalent. Associate's Degree or higher preferred

*Experience:* A minimum of one year of general clerical experience, including front desk/office receptionist involving pleasant, outgoing and efficient telephone manners, the ability to multi-task, ability to analyze situations, and make quick and sound decisions.

*Other Qualifications:* Experience using MS Office Pro programs; Higher Education Database familiarity preferred.

*Other Considerations:*

- The hiring process includes, e.g., a criminal history background check.
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