

Memo to: College Community  
From: Human Resources  
Re: Open Position—PLEASE POST  
Date: November 29, 2021

Position: Admissions Operations Specialist  
(Admissions Office)

Summary Description: Under the direct supervision of the Office Operations Manager, performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files, AP processing, and data entry; manages Admissions Office software and systems including, but not limited to, JRM, 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.

Description of Duties and Responsibilities:

*Essential Functions:*

1. Provides significant support in data entry such as entering inquiry cards, applications, and downloading supporting documents.
2. Serves as back-up receptionist: Operates multi-line telephone. The employee answers, screens, tracks and transfers incoming telephone calls and messages to the appropriate party. Warmly and efficiently receives visitors to the Office of Admissions.
3. Creates spreadsheets and modifies and/or manipulates data as requested.
4. Trains, effectively utilizes, and occasionally supervises student workers and volunteers.
5. Provides operations support, to include but not limited to: word processing, mail distribution, and running letters.
6. Creates orientation files for all new students.
7. Processes Accounts Payables for the Admissions Office.
8. Other duties as assigned by the Office Operations Manager and 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. Working knowledge of Windows operating systems and Microsoft Word, Excel, and G-Suite.
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.
5. Ability to work effectively with colleagues throughout the institution.
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 Office Operations Manager.
9. Ability to work effectively under pressure with multiple priorities and deadlines.
10. Ability to maintain a high level of confidentiality.
11. Must be able to operate a computer, telephone, photocopier, fax machine and other business equipment.
12. 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 COLLEGE RESERVES THE RIGHT TO CHANGE, ADD, OR REASSIGN JOB DUTIES OR COMBINE POSITIONS, OR PORTIONS THEREOF, AT ANY TIME. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. SPRING HILL COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER.

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