

Memo to: College Community
From: Human Resources
Re: Open Position—PLEASE POST
Date: September 15, 2022

Position: Admissions Operations Specialist
(Admissions Office)

Summary Description: Under the direct supervision of the Admissions Operations Manager, performs a variety of complex, responsible, and confidential duties such as processing and managing admissions files, data entry; manages Admissions Office software and systems including, but not limited to Jenzabar Recruitment Manager (Salesforce) and the College's mainframe Jenzabar CX; fulfills front desk duties in the Office of Admissions(as needed).

Description of Duties and Responsibilities:

Essential Functions

1. Compiles and enters data into mainframe computer
2. Serves as second alternate receptionist(as needed): 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. Assists Admissions Office staff with clerical duties, e.g., expense reports, travel coordination, report preparation/distribution.
5. Trains, effectively utilizes, and occasionally supervises student workers and volunteers, under direction of Admissions Operations Manager.
6. Provides significant support in data entry such as entering inquiry cards, applications, and downloading supporting documents.
7. Provides operations support, to include but not limited to: word processing, mail distribution, and running letters.
8. Responsible for maintaining integrity and confidentiality of admission data.
9. Processes and distributes mail correspondence and emails sent to the Office of Admissions, and processes all returned mail.
10. Creates Orientation files for all new students.
11. 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. Advanced working knowledge of Windows operating systems and Microsoft Word, Excel, Outlook and Google Chrome.
3. Knowledge of and ability to use CRM software and data system(s). (*Preference given to one with experience using a CRM*).
4. Demonstrated ability to provide **excellent customer service** to a wide range of users, providing the same consistently, accurately and professionally in keeping with projected institutional policies and image.
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 Admissions Operations Manager and the Director of Admissions.
9. Ability to make, follow through and document accountability for short and long term plans.
10. Ability to work effectively under pressure with multiple priorities and deadlines.
11. Ability to train and effectively utilize student workers and volunteers.
12. Ability to maintain a high level of confidentiality.
13. 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 multitask, ability to analyze situations, and make quick and sound decisions.

Other Qualifications: Experience using MS Office Pro programs; Higher Education Database CRM 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