

Job Description

Job Title:	Admissions Associate
Department:	Admissions
Job Category/ FLSA Status:	Admissions/Non-exempt
Accountability:	Director, Recruitment and Admissions
Authority:	None

Position Description:

The Admissions Associate is responsible for providing administrative and admissions processing support to facilitate the recruitment, admissions and enrollment of prospective students; and provides support to the college through managing the main college telephone lines.

Major/Essential Functions:

- Provides quality customer service to prospects and applicants in pursuit of enrollment goals and objectives.
- Performs timely, accurate and detailed support services to admissions staff to support the processing of prospects and applicants.
- Ensures compliance with the Family Education Rights and Privacy Acts (FERPA) as it relates to the assigned areas of responsibility.

Duties/Responsibilities:

- Answers and directs incoming calls to the Admissions Office and the college.
- Provides information and assistance to electronic and walk-in prospects, applicants and guests.
- Contacts prospects and applicants via telephone, letters, and emails.
- Performs data entry for prospects and applicants in the customer relations management (CRM) software.
- Schedules appointments for admissions staff and departmental leadership as needed.
- Monitors assessment testing and documents test scores in MyRecords.
- Produces admission letters and emails.
- Creates new and re-admit applicant files for admissions counselors.
- Receives and distributes incoming departmental mail.
- Maintains reception area and workroom including stocking general supplies and printers and copiers.
- Assists with special projects and mail outs.
- Assists with monitoring recruitment and admissions events and recruiter field calendars.
- Assists with updating the CBS website master calendar for the recruitment and admissions activities.
- Generates admissions reports from CRM
- Assists with set-up for internal recruitment/admissions events
- Provides assistance to all departments within the enrollment services area as needed
- Performs related duties as required.

Qualifications:

Required:

- High School degree or the equivalent and 1 to 2 years of related experience.
- Be a committed Christian and in good standing with a local church

- Be in complete agreement with the doctrinal position of the college and able to sign its doctrinal statement without reservation
- Bilingual in English and Spanish (speak, read, and write)

Preferred:

- Associate degree from an accredited institution of higher education or the equivalent and 1 to 2 years of experience in student enrollment management.

Equipment/Skills/Knowledge needed to perform job (i.e., vehicle, MS Word, License, etc.):

- Strong oral and written communication, interpersonal, and customer service skills.
- Ability to understand and follow specific instructions and procedures.
- Proficient in word processing and spreadsheet software (i.e., MS Word, Excel).
- Ability to prioritize, organize and handle multiple tasks to meet established deadlines.
- Ability to work cooperatively as a team member.
- Ability to interact in an effective and appropriate manner with diverse populations, the college community, and the public.
- Highly detail-oriented, analytical and accurate with accurate data entry skills.
- Knowledge of FERPA and other applicable laws.
- Ability to maintain confidentiality.
- Ability to exercise judgment and decision making independently and in consultation with leadership.

Measurable Expectations/Fiscal Responsibilities (i.e., quarterly reports, annual events, etc.):

- Process, maintain and submit accurate and timely requested prospect and applicant data as required and directed.
- Completion of admission, advising, and retention transactions accurately and timely.
- Effectively completing assignments within quality standards and established timelines.
- All additional measurements of expectation and performance will be designed, documented and implemented as deemed appropriate to this position.

Mobility/Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must sit, stand and walk.
- Employee must talk and listen via face-to-face contact and telephone.
- Employee may be required to lift and/or move up to 10 pounds.

Working Conditions/Environment (i.e., necessary travel, unusual hours, etc.):

- Typical office environment
- Ability to work flexible hours, including periodic evening/weekend schedule.

Security Sensitive: Yes

Statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, this job description does not establish a contract for employment and is subject to change at the discretion of CBS.

Believing that God values and calls men and women from every language, people and nation into His kingdom, CBS is committed to cultivating and maintaining an ethnically diverse educational and work environment that motivates and retains God's chosen individuals. CBS does not discriminate on the basis of race, sex, color, age, national or ethnic origin, veteran, marital status, or physical or mental disability in the administration of its employment policies except as such conditions may constitute bona fide occupational or assignment limitation.

