

# Job Description



## Residential Undergraduate Admissions Counselor

**Employee Classification:** Full Time Hourly

**Date:** 1/10/2020

**Name:**

**Reports To:** Director of Admissions

**Department/Area:** Admissions

**Approved By:** Charity Smith

**Supervises:** None

### Purpose:

The position of Admissions Counselor exists to serve students by moving students through the process of admissions and counseling them to make realistic decisions based on the information provided as a result of the process. In addition, the goal is to enroll the best class possible by taking every aspect of recruitment personally and by owning the individual role.

### Essential Responsibilities:

1. Move prospective students through the Admissions Process
  - a. Recruit mission fit students
  - b. Learn and understand the current admissions process
  - c. Review application submissions
  - d. Conduct student interviews
  - e. Assess student's progress to determine and communicate next steps
  - f. Guide high school students, high school dual enrolled students, transfer students, international students and other students with unique circumstances where needed
2. Manage prospective students progress
  - a. Process and file student's application
  - b. Process and file student's interview
  - c. Process and evaluate high school and college transcripts as well as standardized tests
  - d. Document notes in CSU's Enrollment Management Platform for each student
3. Build authentic relationships with prospective students
  - a. Determine best medium of contact for a variety of students
  - b. Communicate professionally via phone calls, texts, social media, email and other communication platforms

- c. Contact students on a regular and consistent basis
- d. Show genuine interest and concern for prospective students' lives
- e. Be a constant resource of encouragement to both students and parents
4. Meet with prospective students who visit Clarks Summit University
  - a. Register students for visit events
  - b. Be readily available when students visit to connect and build relationships
  - c. Meet and greet students during their visit to help process communicated information
  - d. Create peak moments for guests
  - e. Communicate next steps and offer assistance when needed
  - f. Follow up with all guests immediately
5. Represent Clarks Summit University in a wide array of mediums
  - a. Attend Clarks Summit University sponsored events with the goal of recruitment
  - b. Travel for recruitment when necessary (college fairs, school visits, recruitment events, off site student meetings)
6. Add additional expertise based on personality and strengths in a variety of ways
  - a. Create email campaigns
  - b. Assist with social media and technology
  - c. Contribute to keeping up with cultural trends
  - d. Enhancing relationships with other departments outside of Admissions
7. Manage Tele-Counselors
  - a. Recommend Tele-Counselor recruitment to Director of Admissions
  - b. Assist Director of Admissions with onboarding and training Tele-Counselors
  - c. Manage Tele-Counselors to work with prospects and inquiries to assist with moves management (encouraging prospective students to apply or visit)
8. Collaborate effectively within department and interdepartmental relationships
  - a. Assist Guest Experience Coordinator with visit planning and visit days
  - b. Cooperate with Recruitment and Relations Administrator
  - c. Partner with Director of Enrollment Services
  - d. Engage with Student Services and Registrar

## Required Personal Attributes:

### Conscientiousness

- Displays a professional image at all times, even when facing significant job challenges
- Maintain positive and healthy social media presence
- Delivers on commitments made to others
- Takes ownership for resolving problems rather than allowing them to persist
- Displays a positive "can do" attitude

### Flexibility

- Adapts quickly to changing situations. This includes last minute changes and disruptions to schedule.
- Is receptive to new information, ideas, or strategies to achieve organization's goals
- Acclimates to generational interests with communication and technology

**Communication**

- Adjusts communication style and language to most effectively connect with different/diverse audiences and individuals
- Follows through with the prospective students to ensure that important documentation and protocol has been understood
- Communicates information concisely and clearly
- Maintains frequent appropriate level of contact with incoming students to keep them informed about important information, deadlines and requirements

**Personal Attributes**

- Spiritual commitment with a desire to learn and grow
- Commitment to the institution's vision and mission
- Commitment to the department's vision and mission
- Maintain the highest form of integrity and confidentiality
- Demonstrate a healthy balance in dealing with personal issues in the work environment

**Position Requirements:**

- Bachelor's degree preferred or experience in an Admissions role.
- Basic knowledge of Outlook, Windows, Word and Excel or similar programs required.
- Complete support of and willing adherence to Clarks Summit University's Standard of Conduct and Confession of Faith. Applicant must hold these standards as his/her own.
- Weekend hours and recruiting travel required
- Contribute to a smooth, well-functioning team environment.
- Regularly attends all meetings scheduled by the administration and institutional affiliates.
- Interacts well with students, colleagues, and the community.

**Language Skills:**

Intermediate

Ability to read and interpret documents such as maintenance instructions and standard operating procedure manuals. Ability to write routine reports and correspondence. Ability to correspond professionally via email. Ability to speak effectively before groups. Ability to interact effectively with all generations.

**Mathematical Skills:**

Intermediate

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### Acknowledgement:

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned.

### Acceptance:

I have read this job description, understand and accept these duties, and agree to carry out the assigned duties to the best of my abilities in the best interest of Clarks Summit University and my fellow coworkers. I also have read, understand, and will, to the best of my abilities, follow and adhere to the Clarks Summit University Management structure, Clarks Summit University's Mission, and Clarks Summit University's Policies. I will respect those above and under my leadership according to Clarks Summit University Code of Conduct and Clarks Summit University Code of Ethics.

Employee:

\_\_\_\_\_

Direct Manager:

\_\_\_\_\_

Signature/Date:

\_\_\_\_\_

Signature/Date:

\_\_\_\_\_

### Physical Requirements / Environmental Conditions

How much on-the-job time is spent on the following physical activities? Show the time by checking the appropriate boxes below.

	Amount of time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	<b>Amount of time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements

Make notes on the specific job duties that require the physical demands selected above.

### Work Environment

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	<b>Amount of time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How much noise is typical for the work environment of this job? Check the appropriate level below.

- Very quiet conditions (examples: forest trail, isolation booth for hearing test)
- Quiet conditions (examples: library, private office)
- Moderate Noise (examples: business office with computers and printers, light traffic)
- Loud noise (examples: metal can manufacturing department, large earth-moving equipment)
- Very loud noise (examples: jack hammer work, front row at rock concert)