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| **Job Description** |
| **Job Title:** | Admissions Specialist | **Location:** | Lee Kildow Hall |
| **Department:** | Admissions | **Reports To:**  | Director Admissions & Recruitment |
| **Division:**  | Enrollment Services | **Pay Grade:**  | C8 |
| **FLSA Status:**  | Nonexempt |  |  |

**SUMMARY**

Under direction of the Director of Admissions and Recruitment, the Admissions Specialist uses professional judgement to evaluate and process students’ admission application materials. Additionally, this position supports Career Technical Education and Health Professions and Nursing by ensuring students’ program application materials are properly evaluated for consideration of acceptance, by the division, into competitive entry programs.

# Essential Duties and Responsibilities

This list includes, but is not limited to the following:

* Utilizes professional judgement to process all admission applications and associated documentation using the Enterprise Resource Planning (ERP) and Customer Relations Management (CRM) systems.
* Coordinates with Career Technical Education and Health Professions and Nursing staff to evaluate selective program application materials. Processes all program materials, completes transfer credit evaluation reviews and submits completed student files to the appropriate program director for review and determination of program acceptance. Updates students records and confirms program acceptances per program director.
* Oversees residency appeals; employs professional judgement to render decisions that align with Idaho Statute.
* Collaborates with the Student Finance staff to ensure account balances are accurate.
* Supports international student admissions, including maintaining the college’s administrative responsibilities with the Student and Exchange Visitor Program (SEVIS) and serves as a Principal Designated School Official.
* Trains Enrollment Services staff on admissions processes and provides supporting documentation.
* Maintains appropriate Enrollment Services webpages, forms, inserts and supplementary documentation and design content.
* Performs a variety of complex, diverse and confidential duties that involve exercising independent judgement and discretion, while efficiently multi-tasking and maintaining data accuracy.
* Provides exemplary customer service to internal and external constituents.
* Appropriately responds to an array of questions that may require research of college policies, procedures and guidelines and/or data.
* Engages appropriate offices to develop institutional Admissions guidelines that positively impact the efficiency and quality of enrollment services.
* Participates in hiring, training and supervising student employees.
* Utilizes exception reports to validate and clean data, ensuring integrity of student records.
* Maintains a positive, helpful, constructive attitude and work relationship with supervisor, colleagues, students and the community.

### Marginal Duties

* Performs other duties as assigned.
* Provides back-up support for Registrar Office’s processes including, but not limited to, outgoing transcripts, registration activity and grade changes.
* Supports Idaho State Board of Education enrollment initiatives as needed.
* Supports office and college functions by serving on appropriate committees, as requested.
* Ensures applicable documentation of office procedures is current.
* Provides front desk and phone coverage for Cardinal Central as needed.

**REQUIRED MINIMUM QUALIFICATIONS**

The following requirements represent the minimum qualifications necessary for an individual to satisfactorily perform each essential duty and be successful in the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties.

**Education and Experience**

Associate’s degree or Applied Associate’s degree or certification from a two-year college or professional/technical school or program and a minimum of three years full-time equivalent related experience and/or training; or equivalent combination of education and experience.

# Knowledge, Skills and Abilities

* Ability to set priorities that reflect the relative importance of job responsibilities
* Ability to work independently while maintaining cooperative working relationships with co-workers in a team environment that is subject to frequent interruptions
* Excellent customer service and interpersonal skills
* Strong written and verbal communication skills
* Proficient skills using Microsoft Office applications
* Basic skills using database systems
* Ability to operate standard office equipment including phone and copier

# Physical Demands and Work Environment

The physical demands and work environment described here are representative of those that must be met or are encountered by an employee in the normal course of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements and environment are typical of those in a general office setting. This job involves regular sitting, standing, walking, typing, moving, lifting objects up to 10 pounds and exposure to office lighting. A wide variety of standard office equipment is continually used, including phone, copier, printer and computer.

April 2024