

## JOB DESCRIPTION

**TITLE:** Admissions Counselor and Events Coordinator

**COLLEGE/SCHOOL/DEPT:** Student Affairs & Enrollment

**DATE PREPARED:** August 2019

**REPORTS TO:** Director of Admissions

**FLSA:** Non-Exempt status

### **POSITION SUMMARY:**

The Admissions Events Coordinator oversees the on-campus, off-campus and student ambassador events planned by Admissions in order to recruit and yield each incoming class. This position is responsible for planning, executing and assessing these events under the direction of the Director of Admissions and helps present both initial and continual experiences that genuinely demonstrate the opportunity that exists at Heritage for prospective students.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Supervise support personnel in the Admissions Office, to include the Student Ambassadors and all student volunteers. Coordinate the efficient flow of work for these students through strategic and proactive planning; assigning and coordinating of duties for staff; conducting performance reviews; hiring; mentoring and training. In addition, supervise any special programming for the Student Ambassadors, such as a summer program or special project.
2. Work with Admissions Counselors to schedule Student Ambassadors to support and attend recruitment events in the community.
3. Oversee and coordinate all recruiting events on campus as well as maintaining the Admissions Events Calendar which includes all on campus and off campus Admissions events.
4. Will be required to recruit, and host informational sessions at local high schools, middle schools, and elementary schools. The informational sessions will be targeted towards students and parents.
5. Will supervise, create, and maintain the communications for all students in the inquired stage. This will be done in collaboration with the Admissions Director & the Recruitment and Outreach Specialist.
6. Work with the Admissions team to coordinate educational programming opportunities for our surrounding community.
7. Partner with faculty and educator colleagues to find existing experiences that prospective students and their families can interface with during visits, and coordinate this university-wide team of volunteers to ensure that all are actively participating in all admissions events both on campus and around the valley.
8. Develop and monitor a budget that funds all of these events as well as a plan for assessing their success and areas of improvement.
9. Oversee the social media efforts of the Admissions office.
10. Partner with the Program Assistant to ensure counselors know how to use events and are making use of them in their recruitment efforts.
11. Maintain data entry protocols to ensure accurate collection of necessary data for program delivery objectives. Manage the development, maintenance, and adherence to university records retention policies and procedures for applicant and student data. Handle confidential information with tact, discretion and in compliance with FERPA regulations.
12. Communicate with high school and community college personnel about our events.
13. Coordinate with colleagues in Student Affairs & Enrollment to ensure we are leveraging their efforts in the Admissions events calendar.
14. Other duties as assigned by the Director of Admissions.

15. Represent Heritage University in the most positive manner with prospective, former and current students, donors, clients, suppliers and the community we serve. Interact effectively with a diverse group of faculty, educators, students and other customers of our services, and learn and use operating practices of the department and Heritage University.
16. Uphold the Heritage University Mission Statement.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Participate in cross-campus committees and events as needed.
2. Assist with special events as needed (catering, volunteers, materials, clean-up, physical plant requests).
3. Assist in preparation of correspondence and materials through dictation, some drafting and various other processes for distribution via mail, email, text messaging, and the internet.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- A. Knowledge:
  - Bachelor's degree preferred. Equivalent professional experience may be considered in lieu of an earned bachelor's degree.
  - Experience in a high-volume, detail-oriented environment, preferably within higher education or customer service.
- B. Skills:
  - Possess a high level of interpersonal skills and professionalism.
  - Familiarity with Salesforce and Jenzabar EX and JRM software systems.
  - Sensitivity to working in a multicultural setting.
  - Technical skills with multi-line phone system, IBM compatible computer and Microsoft Office suite required.
  - Professional dress required.
- C. Abilities
  - Ability to establish and maintain effective working relationships across the university, from support staff to executive level management, donors and board members.
  - Ability to lead and mentor the professional development of others.
  - Ability to balance multiple priorities and deadlines.
  - Ability to manage multiple budgets.

**APPLICATION INFORMATION AND DEADLINE** Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application    LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: [Humanresources@heritage.edu](mailto:Humanresources@heritage.edu) or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948