

Saint Michael's College Job Description

Job Title: Administrative Specialist for Enrollment

Department: Admission & Enrollment

Supervisor or Manager: Associate Director of Admission Operations

Date Created: 8/2/2022

Last Revised: 8/2/2022

Our Mission: It is the mission of Saint Michael's College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:

- Administrative support is provided for the Admission and Student Financial Services departments
- Pleasant and efficient customer service is provided on the phone, at the reception desk, and through email communication
- General questions about the college, and admission/financial aid information are handled in an efficient and knowledgeable manner
- Knowledge and use of electronic data managed through Slate, Colleague, and imaging systems
- Knowledge and use of college phone system

Essential Duties and Responsibilities:

- Conducts data entry with high degree of accuracy and promptness
- Manages Student Financial Services email inbox with high level of customer service, accuracy, and promptness
- Responds to telephone calls promptly and courteously
- Runs data imports requiring verification, consolidation of records, and duplicate record management
- Prepares mailings, admission decision letters, and financial aid communications in a timely and accurate manner
- Oversees incoming physical mail, processes physical checks, and distributes/processes other electronic and physical mail received (verification documents, appeal forms, insurance waivers)
- Engages with students and visitors by greeting, welcoming, and directing them appropriately
- Assigns student employees tasks and follows up with them
- Works as a cooperative team member
- Develops a working knowledge to leverage the College's student information system (Ellucian Colleague), customer relationship manager (Technolutions Slate), enterprise resource program (Oracle), and available technology including internal communication platforms (Microsoft Teams, Zoom)
- Places stationery and other office supplies orders
- Develops and demonstrates multicultural awareness and contributes to cultivating an inclusive, diverse, and respectful college community. Demonstrates fair and inclusive behavior when interacting with staff, faculty, students, and visitors to the college. Promotes a flexible, collaborative, and inclusive work and living environment and engages in educational opportunities to increase awareness and understanding of diversity and inclusion
- Executes responsibilities in a manner consistent with the service philosophy and orientation of the Enrollment & Marketing Division
- Supports the Mission of Saint Michael's College and the Edmundite, Catholic heritage

Secondary Responsibilities:

- Substitutes for other staff members in various support functions at times

Positions Supervised:

- None

Major Contacts:

- Students

- Campus Visitors
- Admission staff
- SFS Staff
- Student Employees

Demonstrates Excellence in this Position:

- Engages with students and constituents with a high level of inclusivity, equity, and sensitivity
- Displays a commitment to continuous growth and development in supporting students with historically excluded, underrepresented, and minoritized identities
- Executes fast and accurate data entry of names, addresses, and demographic data
- Possesses proficiency in Microsoft Office (Word, Excel, Outlook) including with letter production utilizing Colleague/Slate
- Embodies enthusiasm and warmth when greeting students/visitors
- Provides organization to and performs efficient management of responsibilities, including an awareness of customers' needs and providing answers to their questions
- Holds an awareness of the Student Financial Services and admission process and cycle to ensure accurate answers to questions
- Demonstrates a willingness to work as a part of a team helping wherever the need is greatest
- Develops an ability to work in the database systems with guidance to conduct the daily tasks, import and extract data, and help troubleshoot when errors occur

Education and Work Experience:

- High school diploma with a combination of post-secondary education, work experience, or specialized training
- Previous experience in data entry and customer service a strong plus

Analytic Skills:

- Some analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures is required

Language and Literacy Skills:

- Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. Has the demonstrated ability to prepare or revise written reports or other documents
- May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects
- May need to respond to questions and solve problems for people using communications skills

Computer/Technology Skills:

- Familiarity with Microsoft Office products

Physical Demands:

Work is often performed in a typical office environment requiring:

- Sitting in a normal seated position for extended periods of time
- Reaching by extending hand(s) or arm(s) in any direction
- Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
- Communication skills using the spoken word
- Vision sufficient to see within normal parameters
- Hearing sufficient to hear within normal range
- No or very limited physical effort
- No or very limited exposure to physical risk

While performing the duties of Administrative Specialist for Enrollment, the employee must occasionally lift and/or move 26-50 pounds.

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 a disability to perform the essential functions.

Additional Requirements for the Job:

- Ability to work independently and produce results
- Flexibility to work irregular hours including nights and weekends

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.