

Alverno College
Exempt Position Description

Position Title: Graduate, Adult and Transfer Admissions Counselor **Date:** March 2024

Department: Admissions Department **Status:** Full-Time/12 Month

Reports To: Associate Director of Admissions

Primary Function: Recruit and enroll students appropriate to designated graduate, adult and transfer programs. Specific territory and population assignments based on departmental needs.

Secondary Function: Support college-wide Admissions recruitment efforts.

Principal Responsibilities

1. Department Responsibilities

- a. Manage prospective student pool to meet enrollment goals in Alverno's graduate, adult and transfer weekday programs
- b. Proactively develop and maintain relationships with prospective students throughout the recruiting lifecycle (Inquiry, Admit, Accepted Student, and newly Enrolled Student)
- c. Counsel prospective students on Alverno degrees and areas of study
- d. Facilitate the admissions and registration process through clear, consistent and timely communication to prospective students (appointments, phone calls, emails, texts, and letters, etc)
- e. Schedule and conduct individual appointments with prospective students and their families
- f. Process application, scholarship, and registration materials accurately and in a timely manner
- g. Maintain accurate and current student data in department preferred databases (Recruit, Colleague, Excel) including, but not limited to notes on student communication topics, history of contacts, and scholarship eligibility
- h. Provide guidance and explanation to students regarding financial aid process and packages

2. Develop and maintain relationships within key market segments for Alverno's adult and graduate programs through outreach efforts and through support of Alverno's marketing efforts.

- a. Schedule and conduct information sessions (on and off-site) as appropriate
- b. Participate in external fairs and conferences as appropriate
- c. Provide outreach to the community, including, but not limited to universities, community and technical colleges, businesses, and community based organizations to develop new inquiries
- d. Work collaboratively with Alverno admissions leadership to develop relevant marketing strategies and materials for Alverno's graduate, adult and transfer populations

3. Work collaboratively with the Admissions team to support enrollment

- a. Develop and apply knowledge of college-wide Admissions and recruitment programs and practices

- b. Provide staffing for Alverno coordinated recruitment events; information sessions, open houses, conferences, trainings, etc.
4. **Work collaboratively across internal college departments to facilitate the admissions process.**
- a. Serve as a representative of the Admissions department throughout the College.
 - b. Stay current on happenings that affect enrollment through meetings, email, minutes, social networking sites
 - c. Provide input to faculty and staff on matters that affect the enrollment and admissions process (e.g., scheduling, timelines, orientation and communication)
 - d. Coordinate conversations between prospective students and faculty, staff, or alums when appropriate.
 - e. Serve on campus committees
5. Participate in department meetings, committees, and official college functions when appropriate.
6. Be respectful of the College's vision of a balanced and healthy lifestyle strategy which includes the *Seven Dimensions of Wellness: Career, Emotional, Environmental, Intellectual, Physical, Social, and Spiritual*.
7. Comply with safety procedures and maintain clean and orderly work areas.
8. Perform other tasks as necessary to support the mission of the College.

Qualifications and Education

1. Bachelor's Degree required.
2. A minimum of two years of professional experience in a fast-paced, goals-driven environment is required. Previous experience with event planning, execution and evaluation is preferred.
3. Must be flexible and have a collaborative work style, with ability and desire to interact effectively with a variety of diverse individuals and constituencies.
4. Requires a high level of customer service, professionalism and ability to manage confidential information.
5. Requires excellent written and oral communication skills and must be able to respond to both internal and external customers professionally and in a timely manner.
6. Working knowledge of and the capacity to utilize technology programs including Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), with the ability to learn new technology quickly. Experience with client relationship management, sales, and/or recruitment management systems is preferred.
7. Demonstrated organizational skills and attention to detail, including the ability to multi-task, prioritize, and work with frequent interruptions. Must have the ability to professionally respond to variations in schedules and plans.
8. Must be self-directed with strong problem-solving skills, including the ability to develop innovative approaches and ideas and meet challenges with resourcefulness. Requires evidence of sound judgment and solid decision-making skills.
9. Strong project management skills, including facilitating on-going communication with all stakeholders.
10. Core business hours on days without activities/programs are 8am – 5pm Monday – Friday. Must have willingness and ability to work some evenings and weekends.
11. Some regional travel expected. Possible overnights.

12. A valid driver's license with a driving record that meets the qualifications of an Alverno driver is required.
13. Must be able to freely move throughout the campus. Requires the ability to speak and hear. Must have the ability to frequently lift and/or move up to 10 pounds and occasionally lift/move up to 35 pounds. Specific vision abilities required by this job include close vision and color vision.
14. Successful candidates will have a demonstrated commitment to promoting diversity, inclusion, and multicultural competence in an educational and work environment and must be willing to contribute to the College's strategic plan of inclusion.

Working Conditions

- General office and campus environment

How to Apply

- Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>
- Please attach your cover letter, resume, and list of references to the online application

Alverno College is an Equal Opportunity Employer and committed to workplace diversity.

***The above is intended to describe the general content of and requirements for the performance of the job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*

***We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.*

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*