



Posting Date: February 2022

Position: Admissions Operations Coordinator

Department: Admissions

Hours per Week: Full-Time/ 12 month

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

The College is seeking applicants for a full-time Admissions Operations Coordinator located in Milwaukee, WI. Alverno College health, dental, vision, disability, and retirement plan enrollment is available to full time employees and eligible dependents. Tuition benefits are available for employees and qualified dependents.

Primary Function: Provide administrative support to Admissions by serving as the first point of contact at the front desk, and collaborating with the Operations team to ensure data accuracy and timely communication with prospective students. Provide support to VP of Enrollment and Student Success by assuming responsibility for calendar management and projects/duties as assigned.

Primary Duties and Responsibilities

*The following information is not meant to be all-inclusive.
Other duties and responsibilities may be assigned as necessary.*

1. Effectively communicate with students, faculty, staff, and external audiences
 - a. Greet and direct visitors and guests in the Admissions office. Serve as the primary person responsible for managing traffic at the Admissions office front desk.
 - b. Respond to and redirect inquiries received through the Alverno website and/or Admissions department inbox. Provide appropriate information and/or direct them to the person or department that can assist them.
 - c. Establish effective working relationships within Alverno College.
 - d. Notify the CRM and Operations Specialist regarding any concerns perceived in interactions with faculty, staff, students, or off-campus visitors.
 - e. Merge and send letters to students inquiring about transfer and graduate programs. Assist in the timely updates of letter templates.



2. Record Management
 - a. Create new constituent records for inquiries received through the Admissions inbox and online form.
 - b. Maintain a high level of data integrity by entering new data and performing data health checks and clean-up as needed.
 - c. Support admissions counselors and operations team by augmenting records with appropriate attachments and updating prospective student contact information.
3. Office support
 - a. Collaborate with the Operations Team members to provide support with application processing, prospective student outreach, and other support as needed.
 - b. Reserve meeting rooms, catering, and /or equipment for Admissions functions.
 - c. Assist in the organization and execution of Admissions team events such as meetings, retreats, and celebrations.
4. Provide administrative support including, but not limited to:
 - a. Calendar management and other support as directed for the VP of Enrollment and Student Success
 - b. Compose, prepare, and distribute correspondence for the department
 - c. Process and handle incoming and outgoing mail.
 - d. Perform general clerical duties including photocopying, collating and faxing

Qualifications and Education

1. Recommended 4 years of experience providing administrative support
2. Must be proficient in Microsoft Office and Outlook, including mail merge functions and database management.
3. Requires the ability to communicate and respond to both internal and external customers professionally and in a timely manner.
4. Requires strong organizational skills and the ability to multi-task, prioritize, work with frequent interruptions, work independently and be self-motivated. Must have strong problem-solving skills and have the ability to professionally respond to variations in schedules and plans.
5. Requires a flexible and collaborative work style and the ability to interact effectively with a variety of audiences internally and externally.

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.

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