

POSITION DESCRIPTION

OFFICE MANAGER – ADMISSIONS

DEPARTMENT: Admissions

CLASSIFICATION: Full-Time

HOURS: Monday-Friday, 8:30 a.m. to 4:30 p.m. Additional hours as requested and/or as needed

FUNCTION: The Office Manager is responsible for the organization and coordination of office operations by maintaining office systems (workflow, delegation of responsibility and tasks), developing and implementing procedures, and applying resources to facilitate organizational effectiveness and efficiency. This individual supervises and directs the work of the Admissions student workers and volunteers.

REPORT: Director of Admission

MAJOR DUTIES/RESPONSIBILITIES:

- Serve as the first point of contact for prospective and current students regarding admissions and financial aid.
- Provide accurate and timely information to students via phone, email, or in-person.
- Assist with processing student applications, transcripts, and other required admissions documents.
- Help students with add/drop procedures.
- Provide general information about financial aid processes, FAFSA, scholarships, and payment plans.
- Enter and update student information in enrollment and student information systems (e.g. Campus Café)
- Participate in campus events, orientations, or open houses as a representative of the enrollment team.
- Work closely with admissions officers, recruiters, academic advisors, financial aid, and registrar staff to resolve student issues.
- Manage and train student ambassadors, overseeing timesheets.
- Management of the campus tour process.
- Maintain Admissions email inbox.
- Submit all office supply orders as needed.
- Additional duties assigned by Director of Admissions.
- Strong communication and interpersonal skills.
- Ability to multitask and manage time effectively.
- Customer service experience, preferably in higher education.
- Ability to maintain confidentiality

QUALIFICATION/EXPERIENCE:

- Associate's degree (bachelor's degree preferred) from an accredited institution
- Management, Sales/Customer Service and/or Higher Education experience required.

Additional Information:

Employment at Clinton College is contingent upon a background check that is satisfactory to the College. Failure to provide a written authorization for a background check will nullify the offer of employment.

Application Instructions:

Applications should include a resume and cover letter must be sent, preferably in PDF format, to humanresources@clintoncollege.edu. The email's subject line should read "Office Manager-Admissions". The process will continue until the position is filled.