



Connecticut State Community College
Job Description
Admissions Processing Specialist

Salary Level:
CCP 15 (Subject to Willis)

Date Approved/Revised:
7/13/22

POSITION PURPOSE:

The Admission Processing Specialist provides operational support to the Admissions Office, with a focus on the review and processing of admissions paperwork and providing information to a variety of individuals regarding admissions and enrollment. The Admissions Processing Specialist processes applications for all 12 CT State CC campuses. The incumbent will assist with the accurate processing of all admissions application and supplemental items within a highly automated environment. The Admissions Processing Specialist is the designated campus liaison for CRM Recruit. The Admissions Processing Specialist provides mostly back-office support to move students accurately and efficiently through the process to admission but may be tasked with working the front counter in the same capacity for students and their families. This position is located on ground at a campus location.

SUPERVISORY AND OTHER RELATIONSHIPS:

This position reports to the Assistant Director of Technical Operations & Processing. This position may train and lead student workers in the admissions office, if assigned. This position is required to have extensive cooperative relationships with a variety of students, parents, and staff, which requires obtaining, processing, and protecting a high volume of confidential information. In this role, the incumbent must maintain a high degree of courtesy, cooperation, and respect for confidential information, and a genuine interest in assisting others. This position requires regular interaction with other departments within the Enrollment Management and Student Affairs Division.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position, but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Supports the College's student recruitment efforts by ensuring accurate assessment, entry, and quality assurance of all application materials. The Admission Processing Specialist processes applications for all 12 CT State CC campuses.
- Administers and actively participates in the assessment and processing of application materials to include transcripts, health records, and other supplemental documents as deemed necessary.
- Enters relevant data into the CRM and Banner as outlined by CSCU and CASC processes and procedures.
- Serves as the designated campus liaison for CRM Recruit. Troubleshoots and works to correct complex and intricate problems that arise with CRM Recruit. May be required to assist with the facilitation of training related to application processes and CRM Recruit.
- Serves as the liaison with CRM Recruit and Central Office staff to resolve technical problems.
- Maintains and processes student records timely, efficiently and accurately as these records are the foundation for communications with prospective students and admissions decisions.
- Ensures work is completed in an organized and systematic manner, by being detail oriented, and managing competing priorities.
- Completes daily tasks in relevant technology platforms including: Ellucian Banner, CRM Recruit, Sales Force Marketing Cloud, Hyland OnBase or other necessary platforms.
- Responsible for the quality assurance and document linking within the imaging system.
- Responds in a timely manner to student inquiries through a variety of communication techniques.
- Provides information on admission requirements, application processes and procedures and the next steps for enrollment to applicants, families and other constituents.

- Engages in regular training to further develop skills and knowledge on various job-related topics including, but not limited to, customer service, technology platforms, best practices and college or campus information.
- Provides regular reports and status updates to supervisors to support quality improvement measures.
- Ability to recognize and protect confidential information in accordance with FERPA and exercise judgment, tact, and diplomacy in handling sensitive information and situations.
- Adheres to FERPA and other departmental policies, procedures and regulations pertaining to student records.
- Participates in on and off campus registration, orientation and recruitment events.
- Weekends and evenings will be required to support various recruitment and enrollment events.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT:

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement, and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational, and professional meetings.

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). The Application Processing Specialist is required to have demonstrated advanced knowledge and abilities in the following areas:

- Demonstrates an ability to relate favorably to students, parents, and college staff.
- Knowledge of FERPA and other compliance areas as it relates to student records.
- Strong organization and detail-oriented skills.
- Proficiency and aptitude with office technology and databases such as Microsoft Office, Banner, and CRM Recruit.
- The ability to multi-task in a fast-paced environment.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree in an appropriately related field together with one to four years of related experience in admissions, enrollment services, or related field; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, student facing counters, and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort.