Job Title: Admissions Office Assistant
Department: Admissions
Reports to: Director of Admissions and Enrollment Management
Status: Part-time, Non-exempt

SUMMARY
The purpose of the Admissions Office Assistant position is to ensure the efficient and effective operations of Admissions functions at Calvin Seminary. Additionally, the Assistant provides administrative support for the Director of Admissions and Enrollment Management. This position will be 20 hours per week year round.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Daily Admissions Operations:
- Ensure efficient day to day operations of the Admissions Office functions, including administrative support for the Director.
- Provide customer service and hospitality by delegating and/or responding to prospective student inquiries, phone calls, and emails.
- Receive and process incoming application materials.
- Manage the prospective student electronic database (Populi), ensuring accuracy and improving functionality for supporting recruitment efforts.
- Apply a proactive and problem solving mindset to continuously improve processes and procedures to effectively serve prospective students.
- Oversee and provide regular updates to online Admissions forms, applications, and webpages.

Coordinate Admissions Student Workers:
- Provide oversight for a team of Admissions student workers. and interacts with prospective students.
- Supervise Admissions Student Workers to ensure that phone and front desk are consistently covered.

Provide Hospitality:
- Offer hospitality to those contacting and visiting Calvin Seminary by serving as the first responder to Admissions phone and email Inbox and greeting visitors.
- Coordinate a team of Student Assistants that help to respond to prospective student inquiries when the Assistant is unavailable, or during high volume periods.
- Coordinate and provide the logistical support for on campus recruitment events, such as Preview Day.
- Schedule and coordinate individualized (virtual and on campus) visits for prospective students to ensure a positive experience.
- Other duties as assigned to assist the Admissions Department and Calvin Seminary.

SUPERVISORY RESPONSIBILITIES
The Admissions Office Assistant provides coordination for the Admissions student workers.
QUALIFICATIONS
To be successful in this position, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and ability required.

EDUCATION and EXPERIENCE
This position prefers an applicant with a bachelor’s degree from a four-year college or university and/or three to five years of previous administrative and project coordination work experience, especially in higher education, is desired. The ideal candidate is a self-starter, service oriented and able to work well with diverse populations.

COMMUNICATION SKILLS
Coordinating many program details requires clear written and oral communication with prospective and applicant students, seminary offices, and outside contacts for off-site events. Due to the diversity of our prospective students, this person should be able to demonstrate cross-cultural sensitivities. This individual must handle confidential information with integrity.

DECISION MAKING/JUDGMENT
This position involves managing projects and/or assignments requiring decision-making authority regarding schedules and plans. The position requires the ability to think clearly and act responsively.

OTHER SKILLS AND ABILITIES
1. Natural aptitude for hospitality.
2. Effective interpersonal and public relations skills.
3. Organization and accuracy.
4. Creativity and energy.
5. Flexibility and ability to manage multiple tasks.
7. Use of digital tools at above average level of skill mastery in such platforms as Microsoft Office Suite; social media, able to learn new software and apps. Experience working with online databases is preferred.

PERSONAL INTEGRITY
This position requires a person of unquestioned personal integrity demonstrated by honesty in word and deed, supportive teamwork, and ability to keep sensitive matters confidential. Additionally, because Calvin Seminary is the denominational seminary of the Christian Reformed Church in North America, deeply rooted in the Reformed tradition, the person must be familiar with and respect the Christian Reformed Church in North America and her constituencies. A vibrant Christian faith and active church membership are essential.

PHYSICAL DEMANDS/WORK ENVIRONMENT
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. The work in this position is performed within routine office conditions, usually without exposure to hazardous or unpleasant conditions. The position will also require some light lifting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

August 2020