

Admissions Counselor, Worldwide Campus
Embry-Riddle Aeronautical University

Direct Link: <https://www.AcademicKeys.com/r?job=126264>

Downloaded On: Nov. 18, 2019 3:18pm

Posted Jul. 22, 2019, set to expire Nov. 21, 2019

Job Title Admissions Counselor, Worldwide Campus

Department

Institution Embry-Riddle Aeronautical University
Daytona Beach, Florida

Date Posted Jul. 22, 2019

Application Open until filled

Deadline

Position Start Available immediately

Date

Job Categories Other Administrative Categories

Academic Field(s) Student Services

Financial Aid

Admissions/Student Records/Registrar

Apply Online Here <https://embryriddle.taleo.net/careersection/002/jobdetail.ftl?job=190456>

Apply By Email

Job Description

Embry-Riddle Aeronautical University's Worldwide Campus is currently recruiting for an Admissions Counselor to work at their headquarters based in Daytona Beach, Florida. The Worldwide Campus admissions office handles 17,000 applications and more than 20,000 supporting documents annually for 125+ Worldwide and Online campus locations. The admissions counselor is the first point of contact for all applicants and plays a vital role in the overall success and continuing growth of Worldwide. The admissions counselor must possess excellent verbal and written communication skills with the ability to clearly convey information to applicants, campuses, and other constituents. Independent judgment and decision making skills are critical for rendering admission decisions.

The admissions counselor must possess technical expertise in Campus Solutions the university's

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student information system, imaging system, CRM system and other university software and applications. The admissions counselor must possess in-depth knowledge of both domestic and international admissions requirements. Must quickly and adeptly transition between working with undergraduate and graduate, degree and non-degree, civilian and military, new and transfer, transient, and certificate seeking applicants.

Responsibilities include analyzing applications for accuracy, determining documentation required for admission and evaluation purposes, the ability to read and interpret a wide variety of transcripts and military documentation. The admissions counselor is in continuous communication with applicants and responsible for adhering to departmental standards of turn-around time, prioritizing, balancing workload and must have attention to detail. The admissions counselor must remain current and aware of all university and worldwide admissions policies and procedures, worldwide degree programs, minors, and specializations. Expected to counsel applicants on differences between degree programs and answer other questions such as transferability of credit, CLEP/DANTES, licenses, modalities of learning, etc. The admissions counselor must have expertise in all areas of admissions as well as general knowledge of other enrollment management areas, to include financial aid, Veterans affairs, the office of the registrar, etc... Counselors are also expected to have general knowledge of their residential counterparts and find the best fit for the individual applicant.

Position requires knowledge of and enthusiasm for the University's mission and niche in higher education; admissions counselor supports excellence in student service at every opportunity. Support academic quality in our teaching and learning environment. Participates as a team member and support our team environment.

Applicant Outreach, Updates & Decision Making

Managing the timely and effective follow through on processing of applications via various admissions systems

Counseling applicants on admission criteria and other critical factors in the educational decision process

Conducting initial outreach to every applicant via email and phone; send postcards to applicants outside of the US

Verifying degree programs, minors, and specializations selected are available at chosen location

Updating and coding application data in the student information system, imaging and CRM system, to include external education, military status, to do list items, sending update emails, forwarding files for an admission decision, and more

Utilizing various admissions systems to properly identify an applicant's status and action needed when processing documentation, to include transcripts, military documentation, advanced standing credit, licenses, etc.

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Confirming accreditation of other institutions and calculation of CGPAs

Ensuring all information on application is accurate, and that all systems are updated and coded properly

Using critical thinking skills to determine if an applicant is admissible to the University; determine if additional documentation is needed to consider an applicant for possible conditional admission

Remaining up to date on program-specific admissions requirements, above and beyond standard requirements, to determine applicant eligibility

Applicant Follow-Up

Following up on incomplete applicant files monthly, and as needed, to move applicants from applied to admitted

Answering escalated calls and inquiries from 3rd party monthly incomplete applicant campaigns

Responding to campus cases and inquiries to resolve applicant issues

Working with admissions student assistants to complete files

Applicant Support

Building relationships with and communicating with campuses to ensure consistent messaging to applicants

Working in coordination with other Worldwide and University departments to include, but not limited to the Office of the Registrar, Financial Aid, Veterans Affairs, Student Affairs, Career Services, Online Campus Staff, Campus staff, and residential admissions office counterparts, to ensure applicant needs are met

Preparing files for monthly ASAC meetings, as needed

Attending monthly admissions training sessions, and other Worldwide townhall meetings, faculty/degree program trainings, as needed

Taking advantage of internal and external training opportunities to improve skillset and continue providing superior student services

Cross-training with other departments, as needed

Completing special projects as assigned

Attending admissions-related conferences, when available

Qualifications

Required Qualifications:

Bachelor's degree

At least two years of work related experience

Strong experience in customer service on a college campus

Excellent verbal and written communication skills with the ability to effectively communicate with varied constituencies

Ability to exercise good judgment and effectively problem solve

Ability to represent university in a professional manner

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Possess a level of comfort with complexity and ambiguity

Willingness to learn

Provide excellent customer service to students, co-workers, staff, faculty and others

Ability to contribute to a team environment and develop cooperative working relationships

Resourcefulness

Initiative and flexibility

Excellent organizational skills and ability to prioritize tasks

Ability to learn and practice new technologies

Maintain a positive and professional demeanor

Possess analytical skills

Preferred Qualifications:

Working knowledge of Campus Solutions

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Please see the job description for contact details pertaining to this university job announcement.