



## **JOB DESCRIPTION**

**POSITION TITLE** Office Manager, Admissions

**REPORTS TO:** Director of Admissions

**PRIMARY FUNCTION:** The Office Manager is responsible for the organization and coordination of office operations by maintaining office systems (work flow, delegation of responsibility and tasks), developing and implementing procedures, and deploying resources to facilitate organizational effectiveness and efficiency. This individual supervises and directs the work of the Admissions Operational staff (Data and Visit program) and the division's student workers.

**AREAS OF RESPONSIBILITY:** Maintains office services by organizing office operations procedures, supervising operational staff, and ensuring teamwork and collaboration.

### **CAMPUS VISIT PROGRAM**

- Supervise and direct the operational staff in the campus visit program (Campus Visit Coordinator and Campus Visit Assistant/Receptionist).
- Develop processes and implement procedures that are efficient and data-driven.
- Direct the processes and procedures that guide the campus visit experience, including phone and systems protocol, data entry and transfer, all leading to an exceptional customer service experience.

### **DATA ENTRY**

- Supervise and direct the operational staff responsible for data entry and integrity, reporting, communication flow and correspondence.
- Assist with training of operational staff in optimal Slate data entry procedures and documentation. Monitor and review data entry for accuracy on a daily basis.
- Create, execute and produce queries from Slate database to ensure data integrity and accuracy. Assist with maintenance, updates and dissemination of Slate coding documentation.

### **OFFICE MANAGEMENT**

- Maintains office staff by recruiting, selecting, orienting, and training operational staff.

- Provides historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of paper and electronic records.
- Maintains office efficiency by planning and implementing office systems (purchasing, documentation, inventory).
- Designs and implements office policies by establishing standards and procedures; measuring results against standards; making necessary adjustments.
- Completes operational requirements by scheduling and assigning operational staff and following up on work results.
- Keeps management informed by reviewing and analyzing special reports, summarizing information and identifying trends.
- Coaches, empowers and enables operational staff by planning, monitoring, and appraising job performance.
- Achieves financial objectives by monitoring the annual division budget, scheduling expenditures, analyzing variances and initiating any corrective actions.
- Contributes to team effort by accomplishing related results as needed.

Contribute enthusiastically to the collaborative work of the Enrollment and College Relations team.

**SUPERVISORY RESPONSIBILITIES:** Provides supervision to operational staff, and provides guidance to staff directing the daily work of admissions office student employees

**CONTACTS:** Communicates primarily with other staff in Admissions, Financial Aid, and College Relations, staff in other units of the College, administrators, current students, alumni, and various external entities

**EDUCATION:**           **Essential:** Bachelor's Degree

**EXPERIENCE:**       **Essential:** Three years of experience as an office supervisor with similar or related responsibilities, including organizing complex tasks and communicating information clearly, both orally and in writing

**Desirable:** One - two years experience working in higher education environment

**KNOWLEDGE, SKILLS, ABILITIES:**

- Knowledge of and facility with the Microsoft Office suite of computer applications.

- Excellent organizational and problem-solving skills
- Excellent interpersonal communication skills (face-to-face, phone, and e-mail)
- Proficiency in data gathering, summarizing and reporting
- Proficiency in writing clear and correct prose and correspondence
- Ability to work independently as well as collaboratively
- Ability to maintain accurate and well-organized records
- Ability to maintain confidentiality
- Ability to manage detail, manage multiple projects, meet deadlines and work with frequent interruptions
- Ability to acquire new knowledge and develop new skills

**PHYSICAL DEMANDS:** N/A

**WORKING ENVIRONMENT:** Office environment

**WORK SCHEDULE:** FTE: 1.0  
Term: 12 months  
Shift: Monday-Friday, 8 am – 5 pm

**APPROVAL:** Michael Kyle

**DATE:** 5/30/2012