

**Administrative Assistant
Admissions/Gateway Services/College Credit Plus**

North Central State College is accepting resumes for a full-time Administrative Assistant in the Admissions/Gateway Services/College Credit Plus department.

Essential Duties (not inclusive):

Administrative Support

- Greet, assess student/visitor needs; direct and refer appropriately
- Assist prospective students, parents and the general public with routine transactions and inquiries about admission to the College
- Serve as administrative support for the College Credit Plus program; inform prospective students, parents, secondary schools and districts about admissions decisions
- Provide students with appropriate materials, forms, hand-outs, etc.
- Serve as a resource on College policies, procedures and resources (student admissions, student records, financial aid)
- Work collaboratively with College offices and secondary school districts to expedite problem resolution
- Respond proactively to phone, e-mail, Web, and in-person inquiries, as well as requests generated through Recruiter software
- Make recommendations to the College Credit Plus Director, and Director of Admissions, Recruitment and Gateway Services on procedural and/or business practice improvements and help track customer service metrics to continuously improve satisfaction
- Serve as a resource for Colleague (Applications/Acceptance) and Recruiter software (inquiry) processes and procedures
- Other duties as assigned

Clerical Support

- Lead the Welcome Desk intake team, including switchboard phone support. Oversee work-study students
- Prepare bulk mailings in collaboration with Marketing department as part of the recruitment communication plan
- Handle input inquiry data (email and phone inquiry) into Recruiter software including inquiry cards from all events and high school visits
- Prepare and disseminate all acceptance letters to all incoming students
- Sort mail, direct college transcripts to student Records, direct recruitment opportunities to Director, match and record high school transcripts, address returned mail and update databases, as required
- Schedule tour requests
- Order/maintain supplies
- Other duties as assigned

Qualifications:

- **Education:** High school diploma/GED; Associate degree preferred.
- **Experience:** Minimum one-year responsible work experience performing a wide range of administrative and clerical support preferred. Experience with Microsoft Office suite required.

Review of Resumes to begin 11/18/24
and until filled
(Posted 11/4/24)

North Central State College is a great place to work. We offer:

*Competitive pay
Medical/Dental/Vision Insurance with low deductibles and low co-insurance
Employer contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants
College paid life insurance
College paid long-term disability insurance
80 hours of vacation to start
120 hours of sick time/year
16 hours of personal time/year
12 holidays and 2 additional College paid days/year
Free tuition at the College for employee, spouse, and dependents
Tuition reimbursement outside the College for employees
And more!*

Please express your interest in this position by submitting a letter of application and resume:

www.ncstatecollege.edu/jobs

or send to:

**North Central State College
Attention: Human Resources
2441 Kenwood Circle, Mansfield, OH 44906**