



# Position Announcement

Posted: 12/5/22

## 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/responsibilities include but are not limited to the following:*

### 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
- Troubleshoot ACT tape download and delete fraudulent applications
- 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

### **Required Qualifications:**

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

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

[www.ncstatecollege.edu](http://www.ncstatecollege.edu), Click on *Jobs* then [jobs@ncstatecollege.edu](mailto:jobs@ncstatecollege.edu)

or send to

**NORTH CENTRAL STATE COLLEGE**

Attention: Human Resources

2441 Kenwood Circle, Mansfield, OH 44906

Resumes will be reviewed beginning 12/19/22 and until filled

*North Central State College is an Equal Employment Opportunity institution. We value campus diversity and demonstrate this in campus initiatives. We particularly encourage members of historically under-represented groups to apply.*