

Transition Specialist, Admissions

The Enrollment advisor is a creative, energetic, outgoing, and detail-oriented professional who helps foster and grow relationships with students, counselors, school officials, and the community. The position is responsible for providing exceptional customer service to prospective students, fielding questions via text, email, or phone, supporting students through the admissions process, and assisting with on-campus events. Some events during the fall and spring months will require evening work.

Essential Duties include but are not limited to:

- Build relationships with regional high schools and community agencies while continuing to strengthen partnerships with counselors to recruit general high school College now, and CCP students.
- Collect contact information and enter data into a computerized tracking system utilizing CRM functions, including prospect management and communications management
- Make outbound phone calls to prospective student leads within 48 hours after initial inquiry and answer inbound calls to speak with prospective students providing exceptional customer service
- Track admitted students' progress through enrollment stages to ensure timely completion of the necessary steps to enroll at NCSC
- Communicate with students through phone calls, email, text messaging and other materials within 72 hours of admitted status

- Work with College Credit Plus director on recruitment efforts of CCP students with a goal of increasing the matriculation from CCP to general application.
- Ensure students are aware of CCP pathways and promote the benefits to students
- Assist with recruitment efforts at various schools when needed
- Serve as a liaison to Admissions department and foster intentional relationships with advisors, staff, and departments
- Assist with student outreach events on campus to increase student advising contact and registration

Qualifications:

Education: Associate's degree required; Bachelor's degree preferred.

Experience: Two (2) years' experience in a college/educational environment or related education/training with direct customer service experience preferred; two (2) years' experience within admissions or advising in a college/university environment, preferably within a community college setting preferred.

Review of Resumes to begin 2/12/24
and until filled
(Posted 1/29/24)

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

Contribution towards retirement: 14% for SERS participants; 10.15% for Alternative Retirement Plan participants

College paid life insurance

College paid long-term disability insurance

Minimum of 2-weeks vacation to start

2 Personal days/year

15 Sick days/year

12 holidays plus 2 College paid days/year

Flexible work schedule that includes 3-day weekends and 2 weeks off for holiday break

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