



Job Description

Position Title: Office Staff: Student Worker
Classification: Non-Exempt
Reports to: Processing and Data Coordinator

Purpose:

The team of student workers provides a support to run the daily operations of the Admissions Office. The primary way in which they offer support is by entering all prospective student data into the campus database for Admissions Staff to use during the recruitment process. The student workers also provide secondary support to the main Admissions Office where guests check in for their campus visits. Lastly, student workers occasionally provide event support when guests attend recruitment events on campus.

Duties and Responsibilities: Essential (E) and Secondary (S) Functions:

85% Data Entry

- E Receive, verify, and process all pieces of the application file, including but not limited to the application for admission, pastor's recommendation, character recommendation, high school transcript, college transcript, and ACT/SAT score in Admiss.
- E Receive, verify, and process all prospective student inquiries.
- E Enter prospective student data from info cards obtained through various on and off campus events.
- E Load batch lists into Admiss database.
- E Execute all of Admissions data entry, daily and event based recruitment mailings, and daily recruitment correspondence including daily tracker actions.
- E Create/edit all student records in the Admiss database for both candidates and applicants, ensuring complete biographical and mailing data in each student record.
- E Present completed applicant files to the Admissions Counselor for review and acceptance
- E Receive, verify, and process all pieces submitted by accepted applicants, including but not limited to the immunization forms and final high school transcripts
- S At all times and in all situations, represent NCU and the Admissions Department in a professional and friendly manner

10% Front Office Support

- E Greet persons entering the office, determine nature and purpose of visit, and direct or escort the visitors to specific destinations.
- E Operate campus telephone line to answer, screen, or forward calls, this includes: providing information, taking messages, or scheduling appointments.
- E Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- S Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- S Maintain storage areas
- S Perform the process of opening and closing the office when needed

5% Event and Campus Visit Support

- E Greet and register visitors, and issue any required identification badges, parking information, and visit schedule.
- E Escort individuals or groups around campus, on campus tours, or through places of interest.
- E Provide directions and other pertinent information to visitors.
- E Distribute brochures, program information, and explain admission and registration processes and operations.
- E Support admissions office with on-campus events.
- E Be service orientated by actively looking for ways to help staff and visitors.

Qualifications:

Minimum Education and Experience:

- A high school diploma or equivalent is required.
- Experience in an office setting preferred.
- Must be a current student at North Central University and be in good standing with the university.
- Must have a personal relationship with Jesus Christ and must be willing to live within the lifestyle statement of the university.

Knowledge, Skills and Abilities:

- Ability to relate well with different people in a variety of situations
- Excellent communication skills
- Ability to communicate effectively with other offices on campus
- Thoroughly understands the admissions strategy and procedures
- Ability to use computers and basic programs (campus database, e-mail, Microsoft Office, internet etc.)
- Ability to be self-motivated and self-managed to meet deadlines
- Ability to plan and execute duties with attention to detail
- Ability to problem-solve and make reasoned decisions
- Be able to meet deadlines, be flexible, and most of all be team-oriented
- Knowledgeable about basic university policies in the areas of housing, financial aid, parking, and academic programs
- Ability to work independently and adapt to a variety of roles and environments
- Ability to work in a fast-paced environment with multiple demands
- Ability to work with a team of admissions personnel in an office setting
- Have critical thinking ability by using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Providing information to supervisors, co-workers, and other admissions staff by telephone, in written form, e-mail, or in person.

Core Competencies:

- **Collaboration and Teamwork:**
 - Gains trust and respect of team members by demonstrating commitment to the team and achieving results.
 - Working in a positive and cooperative manner with others to achieve shared objectives
- **Judgment & Decision Making:**
 - Choosing the best course of action and making decisions in the best interest of the university
 - Seeks advice from supervisor when unsure about the appropriate course of action, especially if others are impacted.
 - Maintains a high degree of integrity in applying appropriate and ethical judgment in routine and non-routine situations.
- **Project Management & Organization:**
 - Managing and prioritizing time and resources to ensure projects are completed within specified time period and parameters.
 - Demonstrates the ability to manage and prioritize multiple projects.
 - Continually monitors progress and success measures of plans and takes accountability for achieving objectives, especially when working on a team or with others.

- Regulatory Acumen:
 - Understanding compliance and admissions policies and their impact
 - Balances confidentiality with customer/student service and satisfaction.
- Creativity & innovative Thinking:
 - Using novel ways to approach challenges/opportunities, frame issues and influence others
- Change Acumen:
 - Understanding the complex dynamics of change, and adapts own behavior to maintain effectiveness when dealing with change.
 - Demonstrates willingness to accept and respond positively to new processes, organizational structure, tools and procedures.
- Conflict management:
 - Demonstrates emotional intelligence by controlling own emotions and separates personal issues from the problem.
 - Promotes calm dialogue, cooperation and respect and uses diplomacy and tact to diffuse high-tension situations.
- Continuous Improvement:
 - Using a metrics-driven, quantitative approach, assesses and evaluates opportunities to improve the way work is done.
 - Takes corrective action, identifies a more effective approach, process or outcome and corrects errors.
- Learning Agility:
 - Learns from mistakes and experiences and makes corrections.
 - Applies newly acquired knowledge and skills on-the-job.
 - Is comfortable taking on challenging assignments or putting oneself in unfamiliar situations?
- Self-Awareness:
 - Operating with a combination of authenticity, curiosity, truth-facing, insight seeking, courage, and openness.
 - Finds self-motivation during times of pressure and stress.
 - Asks for feedback and insights and invites others to support one's own continuous self-discovery, development and personal growth.
- Systems Thinking:
 - Understands the connections and interrelatedness of activities and processes within the university.
 - Recognizes the university-wide implications of one's actions.