



Position Title: **Executive Assistant to the Office of Admission and the Dean of Enrollment Management**

Last Updated: July 2021

Reports To: Dean of Enrollment Management

Status: Non-Exempt-Hourly
Permanent Full-time

Schedule: Calendar Year: 40 hours per week
Monday through Friday, Some Class Saturdays, Open House and Second Visit Day coverage as necessary

Benefits: Full benefit eligibility
Tuition Remission Eligible - No

Summary Description:

This position an integral member of the Office of Admission and is responsible for providing all levels of support to the Admission Directors and the Dean of Enrollment Management (DEM)

Essential Functions:

General Support for the Office of Admission

- Greet prospective families, students, visitors
- Monitor and ensure a high quality first impression experience for all visitors to the school
- Schedule appointments for interviews with Admission Directors, and coordinate campus tours
- Manage and update the admission database daily including but not limited to assigning inquiries and applications to Admission Directors, entering data, troubleshooting any errors viewed in the database, maintaining all data accurately and in a timely manner
- Process initial inquiries and applications for Admission to the School
- Track statistics of inquiries, applicants, status changes, and visitors for Open House/Second Visit Days
- Design and run queries and reports; review and analyze special reports; summarize information and identify trends
- Develop processes and implement procedures that are efficient and data-driven
- Enter all admissions data from on-line application tool
- Perform a variety of tasks related to the development and maintenance of computerized departmental records: design and basic programming of appropriate database and data management/reporting systems; initial database input; ongoing use of the system, involving standard data input and using programs to generate a variety of special and routine reports
- Coordinate all projects relative to admission and ensure their completion
- Work with Admission Directors to design new data output
- Collaborate with Admission Directors to create special admission events and the relevant materials needed
- Perform routine office tasks; file, organize and maintain various departmental files and records
- Craft procedures and forms for the office
- Maintain inventory of admission publications, forms, and coordinate the timing of new publications when appropriate, update admission materials each summer for the upcoming admission season
- Support all admission events; assist with Open Houses, consultant visits, and off campus events; coordinate staff attendance at events; coordinate logistics such as name tags, invitations, catering and hospitality
- Track withdrawals, and voluntary separations, attrition, and retention, and all day-to-day changes
- Send out all enrollment packets and materials to all inquiries (on-line and phone)

Essential functions continued:

- Follow-up on all missing information for student applicants via email at predetermined times prior to set deadlines
- Prepare all admission decision letters for newly admitted students; manage the return of important documents
- Work closely with the Assistant Head of School on various travel and special projects
- Serve as support for the Admission and Financial Aid Administrative Assistant and/or the Visit Coordinator/Admission Assistant in their absence or when needed
- Assist with the preparation of Board of Trustee Reports, Enrollment Statistics, and Retention Reporting
- Track expenses and coordinate payables with the Business Office
- Create and issue the initial I-20 for student VISAS within SEVIS (Student Exchange Visitor Information System)
- Act as liaison with other offices/departments on behalf of the Admission Office
- Send all pertinent new student information to the appropriate departments
- Review, track and generate all online applications (currently only SSAT)

Support the Dean of Enrollment Management and the Admission Directors

- Work closely with DEM to achieve the strategic goals of the department
- Provide poised and resourceful administrative assistance to the DEM
- Screen all incoming calls and correspondence, directing those appropriate to the DEM and/or Admission Directors
- Serve as point of contact, and screen all requests for appointments
- Schedule appointments and manage daily calendar of the DEM and Admission Directors
- Screen issues to determine their urgency and nature
- Interact daily with external contacts and visitors, as well as employees at all levels of the school
- Schedule and organize meetings and activities for the DEM to include, if necessary, reserving rooms, and coordinating catering services with SAGE
- Produce and maintain confidential records, documents, and correspondence used for strategic meetings, projects, and initiatives
- Assemble highly confidential and sensitive information
- Assist DEM with administrative duties to include receiving/placing phone calls, composing/editing letters, creating/editing forms, organizing information, preparing reports, managing schedules, and completing special projects when requested
- Implement various processes and procedures necessary to effectively support the Admission Office operation
- Work independently and within the Admission Office team on special nonrecurring and ongoing projects
- Attend and actively participate in all Admission Office staff meetings, in-service sessions, and other required meetings
- Coordinate all travel arrangements and conference attendance for the DEM
- Review, organize, and submit all requests for reimbursement for expenses, and track credit card charges

Additional Responsibilities:

- Required to wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with department/school standards
- Must maintain high level of personal hygiene and cleanliness at all times
- All school employees have some responsibility for reporting inappropriate behavior to School Administration in order to maintain a safe learning environment
- All school employees must acknowledge receipt of the current Williston Employee Handbook and are responsible for reviewing the contents and must abide by rules, policies and procedures stated in the document
- Other tasks as assigned by the Director of Admission or his delegate

Qualifications:

- Associate degree or higher
- Five years similar experience, preferably with direct experience/knowledge of independent schools
- Focused, motivated, and well organized
- Excellent customer service skills and phone presentation
- Proficient in data gathering, summarizing and reporting
- Must be able to work intuitively and independently as well as direct the workflow of the Admission Office Staff
- Strong organizational skills for multi-tasking and prioritizing responsibilities in fast paced environment
- Must possess excellent interpersonal and communication skills in order to successfully interact with prospective families, diverse staff, faculty, students and other constituents of the School
- Must have the ability to work in a school environment by successful completion of all legally required and school required background checks including the state mandated CORI, Criminal Offender Record Information, SORI, Sex Offender Record Information and fingerprint based criminal background check
- Must participate in annual harassment awareness training as a condition of employment
- Solid working knowledge of Word, Excel, Internet, knowledge of Blackbaud and financial aid procedures a plus
- Positive appearance, attitude and presentation with a strict sense of confidentiality
- Must have current state issued Driver's License
- Regular and consistent attendance and punctuality is required as a condition of employment

Physical Qualifications:

The person in this position:

- Regularly communicates with other staff, visitors in person, via phone, email, etc. and must be able to convey accurate information in these situations
- Occasionally moves small/medium sized items that may weigh up to 25 pounds
- Can move about the offices to access files and/or office machinery
- Regularly operates computers or other office machinery, i.e., calculators, copy machines, printers
- Observes, recognizes, identifies other staff, brokers, vendors, visitors
- Can remain in a stationary position, (i.e., sitting, standing), for extended periods of time

Working Environment:

- The work environment is usually moderately quiet; however, variations in noise level may occur with telephones ringing, personal interruptions, and background noise from activity in the Admission Suite
- Noise levels may become elevated when employee attends school functions such as assemblies and other events
- The environment may be stressful and hectic at times with frequent interruptions, multiple distractions, and changing priorities

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects administration's assignment of essential functions; and nothing in this herein restricts administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.