

## ONLINE ADMISSIONS COUNSELOR

<b>POSITION:</b>	Online Admissions Counselor
<b>SUPERVISOR:</b>	Director for Online Enrollment Management
<b>DEPARTMENT:</b>	Enrollment Management

### GENERAL JOB DESCRIPTION

Recruit and assist in attracting and selecting a qualified and diverse online (undergraduate and graduate) student that meets Tiffin University's enrollment and academic needs. The position entails; frequent phone, written, email and virtual correspondence; and evaluation of applicant files. Willingness to work weekends and evenings is also required.

### MAJOR DUTIES AND RESPONSIBILITIES

- Recruit and assist in attracting and selecting a qualified and diverse online (undergraduate and graduate) students that meet Tiffin University's enrollment and academic needs;
- Tele-counseling;
- Understand the college mission; implement and abide by the college policy;
- Maintain effective interpersonal and departmental communication;
- Exhibit skills and attitudes that reflect good customer service;
- Correspond with prospective students;
- Interview and counsel prospective students and families about admission, financial aid, and academic programs at Tiffin University. Counseling about general college planning is also necessary.
- Contribute to the development of admission policy and procedures. Evaluate application files and recommend admission decisions;
- Assist in planning and coordinating special recruitment strategies and programs, both on and off-campus, for prospects, their families, personnel of secondary schools and community leaders;
- Willingness to work evening and weekends is required; and
- Assist in developing and implementing emerging electronic communication strategies while also determining how they should impact admission counseling efforts; and
- Other duties as assigned by the Director for Online Enrollment Management.

### QUALIFICATIONS FOR THE JOB

- Strong interpersonal skills; including ability to develop and maintain effective, collaborative professional relationships with staff and faculty colleagues;
- Strong listening and organizational skills. Excellent oral and written communication skills essential. Ability to think creatively and strategically;
- Knowledge of and strong skills in the use of technological tools and systems used to support and deliver admission programs and services to prospective and current students including creating and using such tools as database, report generators, word processing, electronic mail, spreadsheets, and electronic presentations;
- Familiar with Google docs, excel, and Zoom;
- Understanding of and commitment to Tiffin University’s Vision, Mission, and Values; and
- Bachelor’s degree required.

**EXPECTED KEY COMPETENCIES (ORGANIZATIONAL FIT)**

- Interdependence:* Fosters collaboration across the University
- Communication:* Strong decision making and communication skills
- Accountability:* Formulates effective and progressive strategies aligned with University mission and values
- Respect:* Creates an engaging, collaborative class room environment by bringing diverse students and ideas together.
- Entrepreneurship:* Influences and inspires



*We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.*

***NONDISCRIMINATION POLICY:** Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity*



*Commission or other human rights agencies.*

*Tiffin University is an Equal Opportunity Employer*