

Undergraduate Admissions Counselor

POSITION:	Undergraduate Admissions Counselor
SUPERVISOR:	Director of Campus Admissions
DEPARTMENT:	Undergraduate Admissions
LOCATION:	On-campus, located in Tiffin, OH
JOB TYPE:	Full-time
SOC CODE:	21-1012

General Job Description for the Undergraduate Admissions Counselor:

The Undergraduate Admissions Counselor is responsible for recruiting and assisting in attracting and selecting a qualified and diverse undergraduate student who meets Tiffin University's enrollment and academic needs. The position entails an eight-to twelve-week travel season, frequent phone, virtual, written, and e-mail correspondence, and evaluation of applicant files. A willingness to work weekends and evenings is also required.

Key Responsibilities for the Undergraduate Admissions Counselor:

- Recruit and assist in attracting, selecting, and supporting a qualified and diverse undergraduate student population aligned with Tiffin University's enrollment and academic goals, while promoting the values of equity and inclusion.
- Monitor the health of the recruitment funnel for the assigned student population.
- Deploy strategic communication tactics to move students through the various stages of enrollment, from prospect, inquiry, applicant, admit, and deposit.
- Accountable for contributing to the overall enrollment goals of the Undergraduate Admissions department.
- Evaluate application files and recommend admission decisions.
- Travel to high schools or set up virtual visits in assigned recruitment areas.
- Travel to attend college day/night programs or attend virtual events within the assigned recruitment area.
- Conduct oral presentations on and off campus.
- Tele-counseling.
- Maintain effective interpersonal and departmental communication.
- Exhibit skills and attitudes that reflect good customer service.
- Engage in professional development activities to stay current on best practices, trends, and policies related to college admissions and enrollment management.
- Correspond and counsel prospective students and families about admission, financial aid, academic programs, extracurricular programs, and student life at Tiffin University. Counseling about general college planning is also necessary.
- Assist in planning and executing recruitment events such as open houses, campus tours, admitted student days, and virtual info sessions to increase engagement and yield.
- Conduct virtual, on-campus personal visits and group presentations for prospective students and their guests.



- Assist in developing and implementing emerging electronic communication strategies while also determining how they should impact admission counseling efforts.
- Assist in the training of tour guides and student employees when necessary.

Qualifications for the Undergraduate Admissions Counselor:

Education:

- Bachelor's degree and one year of experience directly related to student services.
- A Master's degree in a relevant field may be substituted for up to one year of the required experience.

Experience:

- Experience working in education.
- Knowledge of student recruitment, college admissions, and Tiffin University.
- Experience in Slate or other CRM technology.

Other:

- Excellent presentation abilities, oral and written communication skills.
- Demonstrated ability in program planning.
- Demonstrated computer skills, including proficiency in Microsoft Office Suite.
- Must have, or be able to obtain by time of hire, a valid driver's license.
- Willing and able to travel and work some weekends/evenings.

Why Join Tiffin University?

Tiffin University offers a collaborative, mission-driven environment where your financial expertise directly supports student success and institutional growth. We value innovation, transparency, and partnership—and provide the opportunity to make a meaningful impact.

At Tiffin University, we believe in taking care of our employees. That's why all full-time employees enjoy a comprehensive benefits package designed to support their health, financial security, and work-life balance:

- Medical, dental, and vision insurance to keep you and your family healthy.
- Health Savings Account with annual employer incentive contribution & Flex Spending Account with options to save pre-tax dollars for medical, dental, and vision expenses.
- Employer-paid basic life insurance and long-term disability, plus voluntary plans for supplemental life insurance and short-term disability.
- A 403(b)-retirement plan with employer matching contributions to help you plan for the future.
- Generous paid annual and sick leave, plus paid holidays throughout the year.
- Educational tuition benefits for you and eligible family members.
- Access to a confidential Employee Assistance Program (EAP) for personal and professional support.

Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.



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