

Job Title: Adult Ed District Admissions Representative

Supervisor: Adult Ed Director

Employment Terms: Monday-Friday, 10:00 AM to 7:00 PM, some evenings and weekends required

Salary Range: \$21.89 - \$29.77

Location: START
5405 N 99th Ave
Glendale, AZ 85305

Skill Sets:

- Customer Service
- Communication
- Critical Thinking
- Personal Management
- Leadership
- Professional Management
- Computer Technology
- Teamwork

Essential Duties and Responsibilities:

- Communicate professionally with prospective students via phone, in person, by email and other electronic means
- Set appointments, conduct interviews and tours, and enroll prospective students
- Updates student management system with prospective student information
- Ensures applicants meet the admissions requirements per West-MEC Adult Ed Admission Policy
- Complete enrollment paperwork
- Follow up with all enrolled student prior to orientation and start of program
- Follow up with students and seek referrals
- Assist in student retention
- Conduct/ participate in outreach events
- Keeps current with all COE, US DOE, State, VA, etc., policies and requirements
- Adult Education website monitoring/ maintenance/ update
- Social Media/ PR Support
- Other duties as assigned

Qualifications:

- Demonstrated ability to foster collaboration and effective communication across diverse groups of constituents, prospective students, students, parents, instructors, alumni, and staff
- A working knowledge and familiarity of FERPA policies
- Detail-oriented
- Must be able to use computers and standard software, including email and web applications

- Understanding of computation and statistical reporting applications
- Exceptional management and organizational skills
- Interest in, and ability for, problem-solving and long-term planning
- Ability to initiate and nurture collaborative partnerships
- Ability to professionally and effectively respond to customer complaints in person, via email and by phone
- Possess high level of interpersonal skills to handle sensitive and confidential situations
- Ability to maintain a motivated and team oriented attitude even under pressure
- Ability to maintain staff morale and enhance customer service through positive team building efforts
- Ability to meet deadlines within time constraints
- Experience in social media and public relations

Requirements:

- Winning attitude and an entrepreneurial approach to student success
- Excellent communication (verbal and written) and presentations skills
- Computer literate including office software, email, web applications, etc.
- Prior experience in higher education and/ or admissions
- Must maintain professional appearance and manner
- Must be able to obtain and maintain an Arizona driver's license
- Must hold a valid fingerprint clearance card issued by DPS
- Will be required to travel to perform job functions
- Must be able to sit at computer desk for extended amounts of time, lift 50 pounds, and climb stairs

Evaluation: This position has a 90-day probation period, plus a yearly evaluation

Closing Date: Open until filled

Start Date:

Application Procedure:

Submit online application: <https://www.west-mec.edu/about-us/careerswest-mec>

Include:

- Letter of interest
- Current resume
- Three professional references (names, addresses and phone numbers)

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