

Admission Counselor (ADM-AC) (Two Positions)

SUMMARY: The position of Admission Counselor supports all efforts executed by the Office of Traditional Undergraduate Admission. Outstanding communication and organizational skills, along with a student-first mentality are essential to ensure successful enrollment and outreach efforts through recruitment travel, secondary school relations and programmatic responsibilities within the office.

The primary function of this role is to attract, engage and enroll first-time, first-year degree seeking students from a designated territory. This role requires strong working relationships with the leadership in the traditional undergraduate admission office and various stakeholders throughout the university to plan and execute an effective territory management strategy. This person's territory will be split between in-state and out-of-state responsibilities. In addition, this person will be expected to contribute on 1-2 programmatic responsibilities within the office that complement our enrollment efforts.

Excellent oral, written and interpersonal communication skills in a fast-paced environment are essential, as is a professional and resourceful approach. All admission counselors must possess outstanding demonstrated customer service experience that incorporates a global perspective along with a commitment to diversity. The successful candidate must be able to succeed in a team setting as well as in one-on-one interactions. This individual must possess the skill to prioritize numerous, dynamic tasks. A high level of proficiency in Microsoft Office suite of products (Outlook, Access, Word, Excel, etc.) is necessary. Evening and weekend work is sometimes required during busy seasons.

This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay or compensatory time off for additional hours worked.

Essential Duties and Responsibilities include:

Admission Counseling Duties:

- Plans and executes 9-10 weeks of recruitment travel annually within an assigned territory.
- Coordinates visits to high schools, hosts student receptions, represents Queens at college fairs and attends alumni events in assigned regions during fall, spring, and summer months.
- Responsible for enrolling a designated number of new freshman students from assigned territory.
- Must maintain strong relationships with prospective students and their families by accurately communicating the value of a Queens education through all stages of the admission process.
- Provides enhanced and direct customer service to all on-campus visitors, fall open house and spring yield program participants, and constituents from assigned regions.
- Prepares and delivers on-campus group information sessions for visiting families (daily in rotation).
- Maintains regular telephone and email contact with prospective students, families, and secondary school counselors regarding the admission process and the status of multiple and ongoing admission decisions.
- Represents the office of admission to constituents in assigned regions. Conducts market/territory research to identify prospective undergraduate students and plan travel accordingly.
- Prepares and delivers presentations for prospective students and families.
- Prepares reports at the conclusion of travel seasons with market analysis and recommendations for future opportunities.

- Evaluates, reviews and recommends admission decisions on all applications submitted within territory: admit, wait list and deny; ensuring the enrollment of a freshmen class that meets the strategic goals of the university.
- Makes recommendations to department senior leaders regarding merit scholarship consideration of prospective students to yield admitted students seeking economic support to the university.
- Attends and participates in on-campus activities, such as fall open house programs, major on campus interview events, spring admitted student yield programs, etc. and provide other customer service support as needed.
- Participates in professional development opportunities, diversity initiatives, on-campus programs, and general office support, etc.

Programmatic Responsibilities:

- As an admission counselor, this role serves as point for 1-2 programmatic responsibilities as part of Queens' enrollment process. Examples of these initiatives include:
 - Assisting campus visit coordinator with open house logistics
 - Participating in set up and breakdown of campus events
 - Help plan and communicate orientation details to international students

Non-Essential Duties:

- Other duties and special projects may be assigned to meet department and University needs.

Experience, Knowledge and Skills Required:

- 1-3 years of experience in admission, enrollment management, recruiting or similar field
- Excellent organizational skills with acute attention to detail
- Strong interpersonal skills, including the ability to quickly establish rapport with a wide spectrum of people, both external and internal to the university
- Proven ability to maintain and project a professional image at all times when representing the university
- Excellent verbal, written and interpersonal communication skills; proven ability to plan and deliver effective presentations to small and large groups
- Demonstrated organization and planning skills; strong follow-up and follow-through skills
- Proven ability to identify and resolve problems in a timely, creative, win-win manner
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands
- Computer proficiency, particularly in MS Word, Outlook, PowerPoint, Excel
- Ability to work independently and as a member of a team
- Proven ability to quickly learn and apply new information
- Availability to work a flexible schedule, including nights and/or weekends to meet demands of the position
- Valid, unrestricted U.S. driver's license, or ability to attain same by hire date
- Bachelor's degree or an equivalent combination of training and experience, which includes at least 1-3 year of relevant experience.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Queens will continue to accept applications until the position is filled.

Include the following:

1. A cover letter addressing the position qualifications and experience
2. Current CV or résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include “ADM-AC” and **YOUR NAME** in your email Subject Line.

(**Example:** ADM-AC Shawn Mullin)

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About Queens University of Charlotte

Located in the heart of the nation’s second fastest growing metropolitan area, Queens University of Charlotte leverages the city’s diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non- profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admission policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system.
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students.
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems.
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus.
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly.
- *Lifting, Pulling, Pushing:* Exert up to 25 pounds for force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- *Cognitive/Emotional:* Ability to critically think and concentrate. Must be able to respond quickly to changes in conditions – 75-100% of the time.

Work Conditions

- Must be willing and able to work a flexible schedule to meet requirements of the position, including occasional nights, and/or weekends.
- Must be willing and able to travel (by car, bus, air, or other modes as appropriate; overnight stays) to achieve enrollment goals.
- Work in office environment, involving contact with students, parents, faculty, staff, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.