

Recruiter/Student Services Specialist, Graduate Programs (KSC)

Summary: Are you passionate about improving the lives of others through education? Join Queens University of Charlotte's graduate studies for a truly rewarding role in educating tomorrow's leaders. This full-time position, benefits-eligible is responsible for recruiting students for graduate programs in the Knight School of Communication (KSC) and providing academic support for KSC students from admission through graduation. The position collaborates with graduate recruiters across colleges and schools at Queens University of Charlotte and reports to the Assistant Provost of Online Learning and Graduate Studies. *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

Execute strategies for prospective student leads to achieve recruiting goals.

- Collaborate with internal groups, such as marketing and academic units, and external groups, such as online program management providers, to support enrollment strategies.
- Generate leads through strategic social media strategy.
- Manage social media activity on Facebook, Twitter, Instagram, LinkedIn, etc.
- Represent Queens University of Charlotte at college and recruiting events.
- Foster relationships with HR departments in a variety of industries and partnerships with academic institutions.
- Coordinate special events including open houses, information sessions, and orientations on and off-campus.

Advise prospective students throughout the admissions process.

- Collaborate with internal groups, including the undergraduate admissions and marketing departments, to support the admissions process for graduate students.
- Expertly communicate knowledge of all graduate KSC program offerings to internal and external audiences.
- Interact with prospective students via phone, text, and video conferencing to schedule and conduct admission appointments.
- Develop and implement a successful contact strategy for applicants through the application process.
- Accurately assess transfer credits and provide unofficial transcript evaluation with new students.
- Interview prospective students and evaluate writing sample, as needed.
- Monitor progress of applicant files for completion for admission through Slate.
- Make recommendations based on data to achieve admissions goals.

Advise students throughout their programs.

- Collaborate with internal groups, including the Center for Student Success, and external groups, including online program management providers, to support academic progress and retention of graduate students.
- Provide accurate and consistent academic advising to all telephone, web-based, and walk-in inquiries.
- Implement retention strategies for KSC students.

- Provide continuous outreach to students to ensure on-going registration.
- Maintain the integrity of student files for the KSC graduate programs.
- Maintain paper and electronic filing systems, including academic files, records, and databases, ensuring the security of highly confidential information, including FERPA-related records.
- Work with students to ensure up-to-date data on all students for advising, leaves of absences, etc.
- Provide data reports to the KSC and the Assistant Provost of Online Learning and Graduate Studies related to enrollment, federal and state regulations, academic, and accreditation needs.
- Assist with data reporting needs for KSC.
- Assist with course scheduling.
- Communicate with the Registrar about course cancelations, wait lists, changes, and rooms.

Secondary Duties and Responsibilities

- Other duties may be assigned as necessary to meet the needs of KSC and the Assistant Provost of Online Learning and Graduate Studies.

Experience, Knowledge, and Skills Required

- Prior experience in sales, marketing, client management, or admissions, preferably in an academic setting.
- Strong interpersonal and communication skills, including the ability to quickly establish rapport with a broad spectrum of people, both external and internal to the University.
- Commitment to the University's inclusive mission.
- Experience managing social media activity for a similar-sized organization preferred.
- Ability to exercise tact, judgment, and diplomacy while maintaining poise and professional image and demonstrate confidentiality with student data.
- Excellent organizational and follow-up/follow-through skills to ensure completion of duties within established time frames.
- Ability to quickly learn and assimilate new systems and information.
- Proven ability to plan and make effective presentations to small and large groups.
- Must be able to work in a fast-paced environment with demonstrated ability to effectively prioritize multiple competing tasks and demands.
- Ability to work independently and as a member of a team.
- Computer proficiency in Microsoft Office Suite; proficiency with Microsoft SharePoint desirable.
- Proficiency with enrollment or CRM software; Slate and Jenzabar preferred.
- Bachelor's degree or equivalent combination of education and experience.

Application Process

Qualified candidates should submit documentation listed below via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter addressing position qualifications and experience
2. Current CV or résumé

3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**KSC-RSSS**" and **YOUR NAME** in your email Subject Line.

(**Example:** KSC-RSSS Shawn Mullin)

Submissions received by January 15, 2022 will receive first consideration. Queens will continue to accept applications until the position is filled.

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.

Because of our history of innovation and our legacy of strong leadership, **Queens is positioned to be among the new forerunners of American higher education.** This is a defining moment for Queens. While other institutions are focused on sustaining and surviving, we are thinking much bigger.

Institutions that understand what is needed and are willing to reimagine what is possible can position themselves to thrive and strengthen their market position after the pandemic with innovative approaches that are deeply connected to the world and its greatest challenges.

By 2030, **Queens aspires to become the leading, private, national university of Charlotte** with deep, meaningful, and reciprocal connections to the needs of our local community and economy; inventive and multidisciplinary academic programs that are connected to the world's most pressing challenges and biggest areas of opportunity; a fully connected, integrated, and innovative set of experiences that support holistic wellness and wellbeing; a culture of continuous improvement and investment that enables faculty and staff to flourish and achieve their full potential; and a comprehensive approach to diversity, equity, and inclusion that begins on campus and radiates throughout the community.

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, childbirth and conditions related to pregnancy or childbirth), 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 admissions 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.

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.

Physical Requirements *(with or without reasonable accommodation)*

- Remain in a stationary position, most of the time.
- Exchange accurate information with co-workers and clients, frequently.
- Read reports, create presentations, use a computer system, most of the time
- Communicate with co-workers, clients and vendors, most of the time.
- Write, type, and use the computer, telephone, copier, and other office equipment systems, most of the time.
- Move about inside the workspace to access resources and office equipment, and attend meetings across campus, regularly.
- Exert moderate force to move objects, occasionally.
- Think critically, concentrate on the task at hand, and respond quickly to changes in conditions, most of the time.

Work Conditions

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

Nothing in this job description restricts the university's right to assign or reassign duties and responsibilities to this job at any time; this description reflects the university's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned; this job description is subject to change at any time.