

Job Description

Admissions Coordinator

About Adler Graduate School

Located in the Twin Cities metro area, Adler Graduate School offers master's degree, certificate, and license-only programs in counseling and psychotherapy. It is a well-respected graduate institution educating and training mental health practitioners. At its core remains the Adlerian philosophy of encouragement, open-mindedness, and mutual support to advance the public interest. Visit www.alfredadler.edu for more information.

Vision Statement

"The Adler Graduate School will be a leader in empowering and developing mental health and human service professionals to transform society through social interest in action."

Mission Statement

"Preparing mental health and human service professionals with a strong Adlerian foundation to foster encouragement, collaboration, and a sense of belonging to the individuals, families, and the culturally diverse communities they serve."

JOB TITLE: Admissions Coordinator

GENERAL STATEMENT OF DUTIES: The Admissions Coordinator, under general supervision, provides broad administrative support to the admissions office with focus on customer service and the prospective student entrance process. The Admissions Coordinator is primarily responsible for coordinating a variety of workflow processes to ensure the receipt and processing of all documents related to the admission process, as well as updating records using technology and computer databases. The Admissions Coordinator also provides clerical and customer service support for the Office of Admissions. This is a full-time, non-exempt position.

SUPERVISION RECEIVED: Reports to the Director of Admissions

SUPERVISION EXERCISED: None

ESSENTIAL FUNCTIONS:

- Serves as main point of contact for graduate applicants and facilitates the graduate student application and enrollment process.
- Communicates with potential graduate students regarding the status of their applications, missing requirements, and next steps.

- Assists with graduate student recruitment: disseminates appropriate information about the school, our programs, and the application process to prospective graduate students and other interested parties via email, telephone, and in-person at recruiting events.
- Routes and receives application files to/from departments and communicates effectively with department chairs regarding applicants and their files.
- Maintains and updates admissions-related records in the student database.
- Maintains student files/records and ensures confidentiality of academic and personal information.
- Reviews marketing materials and admissions communications for necessary updates.
- Maintains an efficient filing system.
- Responsible for reception, mail, email, and telephone requests.
- Executes the auto communication plan (emails and letters); prepares and prints admission letters and acceptance packets.
- Coordinates – along with the registrar, financial aid, and IT department – the progress of students who intend to enroll and communicates the necessary steps to incoming students.
- Contributes to a positive work environment and smooth operations by providing effective customer service while interacting with faculty, students, alumni, and staff.
- Helps to coordinate admissions events, open houses, and student tours.
- Edits and updates the orientation web portal for incoming students.
- Takes minutes at department meetings.
- Works with the Director of Admissions to analyze the application and admission process to improve efficiency and ease of use.
- Other duties as assigned.
- Serve on institutional committees to support the overall success of Adler Graduate School.
- Serve as a member of the Admissions team by actively participating in meetings, collaborating on new initiatives, and performing other duties as assigned.

REQUIRED QUALIFICATIONS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities necessary for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree.
- At least two years of work experience in a business office, clerical administration, or administrative assistant role.
- Excellent written communication skills.
- Experience providing excellent customer service.
- Knowledge of word processing and spreadsheet applications.

- Ability to multitask and work cooperatively with others.
- Ability to work with diverse populations in a service-oriented environment.
- Collaborative spirit who enjoys building relationships and working on teams.
- Ability to use initiative and independent judgment within general policy guidelines.
- Commitment to current best practices and unyielding ethical practices.
- Ability to maintain confidentiality and appropriately handle private information.
- Ability to analyze and review a wide variety of documents and forms for accuracy and completeness and to process them in a timely and efficient manner.

PREFERRED QUALIFICATIONS AND ABILITIES

- Two years of work experience in a college admissions office.
- Experience in communicating admissions policies and procedures.
- Experience performing data entry functions.
- Experience with student information databases and admissions CRMs.
- Knowledge of other campus units and how to direct students to assist with their successful completion of degree requirements.

PHYSICAL/MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands include the ability to sit for an hour at a time; stand for 8 to 10 hours during recruitment events; hearing and speech to communicate clearly in person or over the telephone; ability to walk, reach, bend, stoop, lift, push, transport, and move up to 25 pounds.

Manual dexterity and visual acuity requirements include the ability to operate normal office equipment, such as a computer, telephone, and copier. Specific vision abilities include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

ENVIRONMENT/WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an indoor educational environment and involves frequent contact with students, staff, faculty, alumni, and the public. There is a moderate level of noise with the potential for high levels of noise at public recruitment events. Work may be stressful at times.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as needs evolve.

Adler Graduate School (AGS) does not discriminate on the basis of race, creed, color, national origin, religion, sex, age, disability, sexual orientation, veteran status, marital status, familial status, public assistance, or local human rights commission activity in employment of faculty or staff, admission or treatment of students, or operation of educational programs and activities. AGS is committed to providing equal education and employment opportunities in accordance with all applicable Federal and State laws, including Title IX of the Education Amendments of 1972.

Interested applicants should send a resume, cover letter, and three professional references to Christina Hilpipe-Frischman, Director of Admissions, christina@alfredadler.edu.