



Job Title:

Operations Support Specialist

Department:

Admissions Operations

Reports to:

Director of Admissions Operations

Updated:

10/2/2024

Status:

Job Description:

The Operations Support Specialist will assist the Admissions Operations Team with communication monitoring, data management, record maintenance and general reporting to increase the number of students to apply and ultimately enroll at Roberts.

Job Duties:

1. Triage incoming prospective student and family communications (email, online forms, phone, mail), prioritize response, forward as necessary.
2. Working with the Director of Admissions Operations, manage data pulls from multiple sources for bulk mailings for the transfer student population and other populations as needed. Manage and prepare outgoing mailings to schools, Counselors and teachers as requests come in. Monitor collateral inventory and request to re-order to maintain appropriate quantities.
3. Maintain Re-Enroll and Non-Degree workflows to ensure timely processing of these applicants.
4. Maintain Event, College Fair and High School visit attendees, input any Inquiry cards into CRM.
5. Assist with printing acceptance letters and labels for our Undergraduate population and mailing acceptance packets in a timely manner.
6. Print and mail all corresponding letters once accepted (Honors, Parent Honors letter, etc.)
7. Conduct periodic review of all Admissions web pages and form content. Submit content updates to the Marketing team as needed.
8. Maintain Consolidate Records and Unassigned records from batch uploads.
9. Maintain confidentiality as required by FERPA and appropriate data integrity standards.
10. Perform other tasks as assigned by the Admissions leadership team.

The approved rate of pay for this position is \$17.00 - \$17.50/hr.

Preparation and Training:

A bachelor's degree and two years of office experience is required. Strong MS Office and database skills are needed along with excellent organizational skills, administrative task management and interpersonal skills.

Consequence of Error:

Errors on the job will result in loss of enrolled students, prospective students, college donors and vendors..

Level of Supervision:

Will receive direction on most tasks, Some independent decision-making and choice of method.
Incumbent must be able to respond quickly and calmly at all times - especially in emergency situations

Environment:

Active and enthusiastic environment with frequent interruptions.

Experience:

At least two years of practical office experience in Excel and Word processing. Technologically savvy with good knowledge of computer database programs.

Confidential Data:

This position will require a maximum degree of confidentiality. The employee must be able to keep matters and information confidential.

Mental/Visual Demand and Physical Effort:

The job requires the ability to organized and manage numerous tasks throughout the day. The employee will have multiple interruptions.

Directs Work of Others and/or # of Employees:

None.