



Classification Description

Job Title: Admissions Processing Specialist II

Pay Grade: 107

Job Code: 3752

FLSA Status: Non-Exempt

Job Purpose

This is specialized work providing customer service, data entry, auditing, and reporting in the Office of Admissions. The Admissions Processing Specialist II disseminates information and provides support in training assigned Admissions staff on office policies and procedures, state requirements, and processing guidelines; serves as a mentor to those in the Admissions Processing Specialist I position. Performs processing activities related to admissions applications, and other related requests.

General Responsibilities

Essential Functions

Demonstrates understanding of College policies and procedures related to the services performed by the Office of Admissions through the processing of admissions applications and documents.

Applies the guidelines set forth in Florida Statute regarding Florida residency for tuition purposes processing documents and entering into Banner. Understands other types of fee waiver options and accurately documents records per policy. Remains current on residency guidelines and related legislative updates.

Serves as a resource for Admissions staff members College-wide to navigate admissions and residency decisions. Attempts to resolve student problems before referring or sending to a supervisor. Collaborates with supervisor to ensure appropriate resolution when needed.

Works with supervisor to develop and maintain daily processing schedules, phone and front desk staff coverage plans.

Trains and supports staff in appropriate use of the platform.

Completes admissions processing activities for the Florida Shines Transient Student process in partnership with other Admissions and appropriate Office of the Registrar staff members.

Guides students through the admissions process by providing accurate information regarding residency and admission procedures consistent with College policy and applicable state guidelines.

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Maintains knowledge of the College catalog to explain admission and program requirements. Communicates with other departments as needed to convey the needs of students.

Provides information on program and admission requirements and assists prospective students with the application process.

Provides excellent service for students by responding accurately, timely and professionally to requests and questions via email, phone, and in person and directing students appropriately.

Ensures the integrity and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other federal regulations, and College records and archival policies.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education.

Two (2) years of related full-time professional work experience to include one (1) year full-time professional work in the FSW position of Admissions Processing Specialist I. Appropriate combination of education and experience may be substituted.

Demonstrated proficiency in the use of personal computers and software programs such as MS Word, MS Excel and MS Access or similar programs.

Ability to learn database software to input and retrieve data.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.

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- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: February 20, 2018. Revised: July 10, 2023.