



Classification Description

Job Title: Admissions Processing Specialist I

Pay Grade: 105

Job Code: 4121

FLSA Status: Non-Exempt

Job Purpose

The Admissions Processing Specialist I performs work within the Office of Admissions that includes disseminating information regarding College admissions policies and procedures, state requirements, and processing student applications and other related documents. FSW's Office of Admissions facilitates open access through quality student service designed to help applicants with the application, admissions, and enrollment processes. The Admissions Processing Specialist I may be required to work flexible schedules including evening or early morning shifts and occasional weekends, to accommodate the needs of prospective students and the College.

General Responsibilities

Essential Functions

Provides support and assistance to prospective and new students to help them with the initial admissions and enrollment process. Delivers outstanding service in all areas of admissions including completion of the admissions application, residency documentation, high school transcripts, and related requirements to facilitate student enrollments.

Responds to prospective student inquiries and questions accurately, timely, and professionally. Regularly interacts with students via email, phone, chat and in person directing students appropriately. Participates in a rotation for front desk coverage when necessary, while responsible for maintaining regular and consistent inbound phone and chat schedules.

Guides students through the admission's process by providing accurate information regarding residency and admission procedures consistent with College policy and applicable state guidelines. Provides information on program and admission requirements and assists prospective students with the application process.

Processes admission applications accurately entering all prospect and applicant data into the respective student information system. May also be involved with the processing of Florida Shines transient student applications.

Receives and makes admissions decisions based on review of high school transcripts. Accurately records incoming high school transcripts into the student database ensuring documents are processed and scanned into the student record in a timely manner.

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Reviews residency documentation, makes related determinations for in-state tuition, and posts related status updates in student files. Verifies and enforces residency guidelines as designated by State of Florida statutes.

Interprets and applies the policies and procedures related to the services performed by the Office of Admissions; seeks opportunities to enhance a student's experience and proactively addresses needs; knows when to collaborate with others to ensure appropriate support and assistance is provided.

Performs basic trouble shooting related to admissions and residency and collaborates with supervisor to ensure appropriate resolution as necessary.

Maintains full knowledge of the College catalog to explain admission and program requirements. Fully understands the tuition financing options and sources. Communicates with other departments to convey the needs of students.

Participates in outbound call campaigns to engage and follow-up with prospective students and applicants to determine level of interest and provide guidance on applicant next steps. May also be required to work special admissions events to help prospective students.

Ensures the integrity, privacy, security, and confidentiality of academic records by maintaining strict compliance with FERPA, the Solomon Act, other state and 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 safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

High school diploma or GED.

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 work evening, early morning and/or weekend hours, as needed.

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.

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- 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.
- 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.

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Environmental: Normal general office.

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

Originated: May 25, 2012. Revised: November 8, 2012, July 1, 2014, and April 19, 2021.

Revised: July 1, 2023.