BERGEN COMMUNITY COLLEGE
JOB DESCRIPTION

TITLE: Senior Admissions Assistant

DEPARTMENT: Admissions and International Programs

FUNCTION: To assist the Call Center with inquiries (phone and email)

REPORTS TO: Managing Director of Admissions and International Programs.

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Answers all the main phone lines for Admissions and Registration and directs the phone callers accordingly.

2. Uses Colleague system to ascertain student status including but not limited to admission status and transcript status.

3. Records names and addresses to send applications, catalogs, and registration books.

4. Gives general information concerning the general website online application and web advisor.

5. Assist prospects with including but not limited to the application process, health care and international applicants.

6. Responds to e-mails requesting general information.

7. Mails bulk applications and catalogs to local high schools.

8. Trains temps and student aids on reception duties.

9. Refers students to the admissions and registration counselors.

10. Assists at the service counter and at the Welcome Center.

11. Organizes and maintains Divisional/Departmental records/files and initiates follow-up action when required.
12. Answers telephone and/or personal inquiries requiring standard answers and/or refers callers to proper person(s) based upon the type of information required.

13. Performs additional tasks or duties as assigned by the Managing Director or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: High School Graduate or equivalent. Associates Degree Preferred.

Experience: At least two years of customer service experience preferred. Must be computer literate.

Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.

Submitted by: ____________________ Date: ____________
Name/Title

Approved by: ____________________ Date: ____________
Name/Title

Reviewed by: ____________________ Date: ____________
Human Resources

Board Approval: ____________________ Date: ____________
Board Approval

THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE