BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: Office Assistant, HPOG

DEPARTMENT: Admissions and International Programs

FUNCTION: An entry-level position within the admissions department. Assist with day-to-day operations of the Office of Admissions. Primary focus will be establishing, implementing and maintaining operational procedures and guidelines as related to all inbound and outbound prospect communications. Will represent the college at on and off campus recruitment events, including evenings and weekends in addition to developing and delivering Admissions and Recruitment presentations to high school and adult population regularly, including outreach to Low-Income and TANF population with a focus on careers in healthcare.

REPORTS TO: Managing Director, Admissions and International Programs – 10% (HPOG) 90%

SUPERVISES: N/A

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Represent the college at on and off campus recruitment events, including evenings and weekends
2. Ability to develop and deliver Admissions and Recruitment presentations to high school and adult population regularly, including outreach to Low-Income and TANF population with a focus on careers in healthcare.
3. Provide individuals with program, event, application process and degree information
4. Help process applications and data entry
5. Meet with prospective students and guidance counselors and provide enrollment information
6. Complete communication logs and produce reports
7. Assist with providing support with department student aides
8. Evaluates the prospective student's needs, interests and qualifications while providing clear and concise information to help the prospective student
9. Answer inbound calls from prospective students professionally
10. Maintain follow-up with prospective students through phone communication, email, online chat, and other types of personalized communication
11. Performs additional tasks or duties as assigned by the HPOG Grant 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: Bachelor Degree required.

• Experience: Experience working in higher education environment required
• Prior Experience working with targeted population a plus
• Ability to communicate effectively (orally and in writing).
• Excellent organization, interpersonal and customer service skills required.
• Ability to take initiative and work independently.
• Microsoft Office proficiency & database experience a plus
• Good data entry/keyboard skills
• Ability to work with diverse population
• Ability to adapt and problem-solve as needed
• Demonstrate knowledge of customer service principles and practices
• Public speaking & presentation skills must
• Must have a valid driver’s license with the ability to drive in New Jersey
• Must have own transportation
• Loading and transporting of admissions materials, displays and other equipment
• Ability to work flexible hours (including evenings and weekends)
• Bilingual preferred

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