CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK
Executive Secretary (Level 5)/Enrollments & Admissions Assistant

DEPARTMENT:
Fordham School of Professional and Continuing Studies
Lincoln Center

RESPONSIBILITIES:
• Helps to ensure sterling customer service is provided by the admissions office to applicants and admitted students throughout the admissions lifecycle. This will include answering email messages and phone calls, performing general administrative tasks, and providing a positive public image for the admissions team.
• Maintains familiarity with admissions, registration, and academic requirements as well as the various types of operation and student support, CRM, and registration systems (Slate/Banner), including input of data through stages of admission up through and including inquiry, application, acceptance, and confirmation.
• Runs daily reports of student inquiries and applications and helps guide students through the application process. This includes face-to-face interaction, making follow up calls and emails and daily monitoring student records to ensure that their applications are complete and processed in a timely manner.
• Creates and files student transcripts, degree progress worksheets, and student veteran documentation, providing direct support for the transfer of credits from other institutions including transcribing credits to university standards processing confidential information in compliance with FERPA.
• Prepares letters, memos, mailings and miscellaneous correspondence to prospective students, applicants, admitted students, and external community contacts.
• Coordinates with the PCS Marketing and Admissions team to identify target markets and recruiting opportunities that form the basis for a recruiting and outreach plan for programs designed for the working professional.
• Writes compelling social media posts and maintains an active and engaging presence on Instagram, Facebook, Linked In and potentially other social media platforms.
• Maintains website and updates with current information.
• Conceptualizes and designs e-vites for new programs, events, newsletters, and other offerings.
• Participates in the planning and execution of local and regional recruiting events in a broad range of contexts and locations. Examples include on-campus and off-campus open houses, virtual chat sessions and webinars, group and individual applicant interviews, college, and independently organized fairs.
• Assists at all PCS events: manages check-in, arranges catering, meet-and-greet guests, etc. Arranges schedule to attend some early morning or evening events, and occasional weekend events.
• Works during peak cycles and extended hours during peak times.
• Travels to and working at other campuses as needed.
• Performs other duties as assigned.

QUALIFICATIONS:
• Bachelor’s Degree required; master’s degree a plus.
• Two years of university admissions experience, preferably serving professionally oriented programs.
• Proficiency in Microsoft Office Suite and an aptitude for emerging technology, such as digital and social media, contact management software and productivity applications. Knowledge of Banner/Slate systems or comparable University student/CRM systems.
• Must be extremely well organized and independent worker, able to follow through on projects and assignments with minimal supervision.
• Must possess a positive, flexible, and helpful attitude for addressing the needs of students, coworkers, and faculty in a courteous and professional manner.
• Strong oral and written communication skills. Demonstrated writing ability.
• Mandatory Competency Testing.

SALARY: $1933.32 Bi-Weekly

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER, RESUME TO: rdiamond7@fordham.edu

Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds.
Fordham is an Equal Opportunity Employer – Veterans/Disabled and other protected categories.