Admissions Processor

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Type: Full-Time
Category: Admissions and Enrollment

Bethune-Cookman University

Job Title: Admissions Processor

Reporting Structure: Director of Admissions Operations

Division: Division of Enrollment Management

Job Summary

The **Admissions Processor** provides critical support within the Office of Undergraduate Admission, primarily focusing on the efficient and accurate processing of prospective student applications. This role is responsible for daily application data entry into the university's student information system, applying established admissions criteria to render decisions, and meticulously managing student records through imaging and database systems. Reporting to the Associate Director of Admissions Operations, the Processor also contributes to developing efficient office procedures and may assist with staff training. This vital, full-time, in-office position is instrumental in helping the University achieve its new student enrollment goals.

Duties/Responsibilities

- **Application & Data Management:**
  - Process daily prospective student applications, accurately entering data into the university's **student information system (SIS) and CRM**.
  - Scan and index admissions documents using the imaging system, including downloading and indexing electronic transcripts, test scores, and other application materials.
  - Maintain and update student records, ensuring **data integrity** within admissions systems (CRM, SIS).
  - Generate reports for counselors and leadership to monitor application status and data accuracy.
  - Assist with **system maintenance**, including application cycle preparation, query and report updates, and managing new user and security access.
- **Admissions Decisioning:**
  - Evaluate applications and apply established university criteria to determine and administer admissions decisions.
  - Perform **Required High School Curriculum (RHSC)** evaluations and calculate High School GPAs for incoming students.
- **Applicant Communication & Support:**
  - Communicate proactively with applicants by email, phone, social media, and in-person from initial prospect stage through enrollment.
  - Assure all prospective students receive a **customer-oriented service** when they call or visit the office.
  - Conduct counseling and communication with students regarding outstanding enrollment documentation.
  - Collaborate with admissions counselors to expedite the admissions process, addressing incomplete applications and facilitating progression to admitted status.
  - Enter prospective student information into communication databases to ensure timely outreach.
  - Assist with the setup and maintenance of **admissions portals** and other technology used in the admissions process.

- **Strategic & Operational Contributions:**
  - Adhere strictly to university application guidelines and operational procedures.
  - Maintain a thorough understanding of campus offerings, admission criteria, and established processes for student entry into Bethune-Cookman University.
  - Assist in the **strategic growth and maintenance of the CRM**, including creating and maintaining documentation outlining system use and best practices for training new employees.
  - Serve as a **resource and point of contact** for admission information for campus colleagues in financial aid, registration and records, student accounts, advising, and other departments throughout the enrollment process.
  - Provide support and coordination for the unit's annual **strategic plans, goals, and enrollment initiatives**, collaborating with the Director of Admissions and Director of Recruitment.
- **General Administrative & Event Support:**
  - Provide general administrative support to the admissions team, including managing mail and processing documents.
  - Assist with special events periodically throughout the year, including selected evenings or weekends.
  - May be involved in training new staff members and student workers, providing guidance on admissions processes.
  - Serve on University committees as assigned.
  - Perform other duties as assigned.

Required Skills/Abilities

- **Experience:** One (1) or more years of related experience in admissions, higher education, or a similar data-intensive administrative role.
- **Technology Proficiency:**
  - Demonstrated expertise with Admission CRM systems (e.g., Jenzabar, Element 451, Slate, Salesforce), Student Information Systems **(SIS)**, and database management.
  - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and Google Suite.
  - Familiarity with project management software, data analytics platforms, and emerging technologies, including AI tools, is a plus.
- **Data Management & Analytical Skills:** Strong analytical skills with a thorough understanding of information systems and a proven ability to maintain data integrity and accuracy.
- **Communication & Interpersonal Skills:** Excellent written and verbal communication skills, with the ability to convey complex information clearly and professionally to diverse audiences, including prospective students and families through various channels (email, phone, social media, in-person).
- **Organizational & Project Management Skills:** Exceptional ability to prioritize tasks, manage multiple projects simultaneously, and maintain meticulous records in a dynamic, fast-paced environment.

- **Problem-Solving & Critical Thinking:** Proven capacity to identify and resolve technical issues, troubleshoot system discrepancies, and optimize operational workflows.
- **Adaptability & Continuous Improvement:** Proactive willingness to learn new systems and technologies, embrace change, and actively contribute to the ongoing improvement of admissions processes and procedures.

Education and Experience:

Bachelor's Degree **required**; **however,** one (1) to two (2) years of direct, relevant experience in admissions or higher education operations may be substituted in lieu of the degree requirement.

Preferred Skills, Experience and Education:

- Prior experience with Jenzabar student information system or comparable large-scale CRM/SIS (e.g., Slate, Salesforce).
- Familiarity with higher education admissions processes and cycles.

Physical Requirements:

Requires some physical effort, i.e., some standing and walking, frequent light lifting (5-15 lbs.); and manual dexterity in the operation of office equipment; extensive periods of time at a keyboard; occasional hours outside the normal University schedule; and extensive travel.

The University does not discriminate on the basis of race, color, national and ethnic origin, sex, retaliation, marital status, religion or disability, or any other applicable local, state or federal regulation. Inquiries regarding provisions for persons with disabilities, equal employment opportunity and Title IX matters should be directed to the Office of Human Resources at 386-481-2049.

The university reserves the right to modify job descriptions at any time in its' attempts to improve the operations of the university

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