

## **Admissions and Student Support Specialist**

### **Position Description:**

The Admissions and Student Support Specialist is responsible for two main areas: 1) recruitment of students through creative sources and targeted markets including telephone and online inquiries about the TeacherReady® program; and 2) holistic, success-focused training and management of a generation of personally-developed leads (e.g., current students, outside resources and networking channels and referrals).

The Admissions and Student Support Specialist must have strong interpersonal skills, leadership and outcomes-based recruitment experience along with the ability to multi-task, prioritize duties and exhibit excellent written and verbal communication.

The Admissions and Student Support Specialist's job is to convert qualified prospective students to qualified enrolled students. (We look for extraordinary people who have a strong desire to assist second career professionals engage in our program to transition into a teaching career by enrolling in the TeacherReady® program. TeacherReady® is an online, alternative teacher preparation program with students living in various states in the U.S. and in countries throughout the world. A successful completer ends with a professional teaching license. The TeacherReady® program is a state and nationally accredited program affiliated with the University of West Florida and managed and offered by Studer Education.)

### **Desired Outcomes:**

- Identify untapped markets and focused populations for introducing the TeacherReady program
- Engage in persuasive, collaborative conversations with applicants at all levels of interest for the purpose of recruiting qualified applicants to the TeacherReady® program
- Enroll qualified applicants following the TeacherReady® admissions processes
- Provide comprehensive student support to potential candidates through the TeacherReady® admissions processes
- Work with students to identify sources and processes for financial assistance
- Respond to field placement questions during the application process and communicate solutions to students regarding their individual needs
- Be knowledgeable about reciprocity in each state and communicate information that provides solutions
- Connect potential students with alumni and other students to build an extensive community of support
- Think creatively about and then accomplish enrollment start goals
- Complete required weekly student recruitment goals in ways that are professional, ethical, and student-focused
- Conduct admissions review process for all candidates
- Conduct scheduled follow-up procedures with enrolled and non-enrolled potential candidates
- Generate required enrollment quotas of personally developed referrals
- Nurture and grow enrollment through existing recruitment channels
- Explore and gain new recruitment channels to recruit highly qualified TeacherReady® candidates
- Conduct student orientations, webinars, online support for TeacherReady® candidates
- Assist with integrating student stories and experiences into the TeacherReady® valuable content marketing approach
- Adhere state and national accrediting agency guidelines
- Follow the TeacherReady® service excellence process
- Follow all policies and procedures outlined in the Admissions manual
- Carry out the service excellence program aligned to TeacherReady.
- Review, analyze and strategize using weekly admission and Moodle reports
- Engage in social media posts for Facebook, Twitter, Google +, and Linked In
- Any other duties as assigned and needed to help the division continue to grow.

## Minimum Qualifications:

- ✔ Bachelor's degree required
- ✔ Admissions, recruitment, or broader student support experience in a college setting Ability to provide exceptional customer service
- ✔ Experience in providing academic and student support for online programs
- ✔ Ability to advise, retain and recruit prospective teachers
- ✔ Ability to pay close attention to details and strong follow-up and follow-through skills
- ✔ Ability to handle multiple duties simultaneously with a high degree of accuracy
- ✔ Proficient in Microsoft Outlook, Word, Excel, PowerPoint, Social Networking such as Facebook, Twitter, etc.
- ✔ Ability to interact with internal and external senior executives and other individuals in a professional manner
- ✔ Strong work ethic, team orientation; ability to speak the English language with proficiency
- ✔ Excellent verbal and written communication skills
- ✔ Excellent time management skills, including promptness – arriving on time, as scheduled
- ✔ Highly organized; ability to prioritize in order to complete multiple tasks on schedule in a deadline driven environment
- ✔ Ability to follow-up with others on active projects in a professional manner
- ✔ Keen aptitude for working with data
- ✔ Ability to work effectively in a fast-paced environment while maintaining composure
- ✔ Ability to problem-solve and exercise sound, independent judgment while displaying a high degree of initiative and accuracy
- ✔ Ability to utilize data and related predictive analytics to communicate about the program, assess progress, and arrive at decision-making

## Physical Requirements:

- ✔ While performing the duties of this job, the employee is regularly required to use hands, and is required to talk and hear
- ✔ The employee is frequently required to stand, sit, and walk
- ✔ The employee may occasionally be required to reach with hands and arms
- ✔ Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus
- ✔ Ability to sit, type, and view a computer screen up to 8 hours at a time
- ✔ Ability to use telephone / headset for up to 8 hours at a time

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Job Location:** 350 West Cedar Street, Suite 300, Pensacola, FL 32501

**Job Status:** Exempt

**For More Information or To Apply:** Send your résumé, contact information for three (3) references, and a letter of interest to Dr. Julie Kunselman, Leader of Research and Development, Studer Education, [Julie.Kunselman@StuderEducation.com](mailto:Julie.Kunselman@StuderEducation.com).

**JOB DESCRIPTION RECEIPT**

I, \_\_\_\_\_, received and reviewed the above job description and I agree and understand that I must be able to perform each responsibility set forth above to be employed with Studer Group.

\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please return this signed job description to Human Resources