



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Counselor Admissions
POSITION NO.	501510, 502843, 502426
LOCATION	Multiple
REPORTS TO	Senior Admissions Officer
GRADE	CCRPSA 11
WORK SCHEDULE	Non-Standard: 35 hours per week
LIMITATION (if applicable)	
REVISION DATE	October 2023

JOB SUMMARY:

Reporting to a Senior Admissions Officer, the Admissions Counselor shares responsibility for active recruitment and enrollment of prospective students. The Admissions Counselor will provide exceptional customer service to support matriculation and college readiness. The Admissions Counselor will develop and maintain relationships with prospective students and families, school counselors, and community organizations through in-person and virtual interactions.

The Admissions Counselor will also manage a substantial admissions-related project(s) outside their territory (or similar) management responsibilities such as Accepted Students Day Liaison.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively in a diverse, inclusive and student-centered environment, with students of various learning styles, cultures, identities, and life-experiences
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Student Recruitment:

- Plans, organizes and manages admissions activities for a designated territory (or similar)
- Represents CCRI at in-person and virtual school visits, information sessions, college fairs and related recruitment events
- Completes the review of applications
- Assists with the coordination of recruitment projects and outreach initiatives

Communication:

- Shares information with prospective students and families about admissions, financial aid, academic programs and student life at CCRI through outreach and presentations
- Provides professional guidance to applicants and families about educational planning

Relationship Building:

- Collaborates with other members of the admissions team to develop and implement recruitment strategies that support institutional goals
- Builds relationships with students, families, high school guidance counselors, community organizations, and other stakeholders to increase awareness and visibility of CCRI

Team and Partnership Support:

- Serves as liaison to on-campus departments and off-campus organizations to help increase the number and quality of applications
- Works closely with other College departments, including academic departments, financial aid, enrollment services, and advising to ensure that students have a seamless transition into CCRI

- Assists colleagues during busy times with ensuring student enrollment and registration needs are met

Administration:

- Evaluates the credentials of prospective students, including transcripts, test scores, etc., to determine if they meet CCRI's admissions requirements
- Maintains accurate records and data related to admissions, enrollment, and retention
- Assists international and undocumented students with necessary documentation and guidelines for admission and financial aid
- Reviews residency status of applicants and resolves documentation issues
- Participates in training and professional development opportunities to stay up-to-date on best practices in admissions and higher education

Direct Student Onboarding

- Coordinates and conducts cohort outreach strategies that include phone calls, mailing, emailing, texting, web resources and other forms
- Support first-semester course registration as prescribed by degree and transfer evaluations and placement tests.
- Assists students, individually or in groups, with College Scheduler class registration
- Provides students with an introduction to support services, technologies, and required actions (i.e., Verification of Enrollment) to support self-service behavior and success
- Ensure effective hand-off to the assigned caseload advisor for support with future semester's course selection and registration, financial well-being, career and transfer preparation, and academic performance

Other duties as required

LICENSES, TOOLS, AND EQUIPMENT:**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree;
- Demonstrated experience using multiple educational technologies such as video conferencing (e.g., WebEx), student success platforms (e.g., EAB Starfish), text messaging platforms (e.g., Signal Vine), enterprise resource planning (ERP) systems (e.g., Ellucian Banner), CRM such as Salesforce, and degree audit solutions (e.g., Degree Works);

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish;
- Demonstrated strong written and verbal skills, organizational, and interpersonal communication skills;
- Demonstrated ability to work independently with minimal supervision;
- Must be able to maintain the strictest confidentiality of information;
- Demonstrated experience with college admissions or related experience

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.