Admissions Representative
Unlimited, Full-time
(AFSCME Office and Administrative Specialist-Intermediate)

Job ID: 44438  
Posting Date: March 17, 2021

JOB DUTIES:
Under limited supervision, the admissions representative is responsible for providing customer service to current, new, and prospective students, and the timely accurate processing of records information in accordance with the college’s admissions and enrollment requirements. The position serves students, staff, and various outside organizations by providing assistance to guide students through the enrollment process including admissions, financial aid, and registration. The position reports to the Director of Enrollment Management. Some responsibilities include:

- Processes online applications including PSEO (Postsecondary Enrollment Options) and CITS (College in the Schools).
- Assists applicants with forms to ensure completion and accuracy.
- Tracks the admissions process and follows up with applicants as needed.
- Assists applicants/students with reciprocity guidance.
- Logs incoming admissions applications, transcripts, immunization requirements, and placement test results timely and accurately.
- Serves walk-in prospective students by providing them with program and admissions information and publications.
- Enters prospective students into database.
- Coordinates and mails prospect packets.
- Assist or provide tours as needed to prospective students, families, or high school groups, as needed.
- Participate in new student orientation.
- Responsible for the department’s incoming and outgoing mail.
- Responsible for the department’s recruiting materials inventory.
- May assist in directing/overseeing department Work-Study students.
- May provide backup for the Information Desk during breaks or absences.

Due to the current pandemic, this position may initially work through a combination of on-campus work and telework.

SHIFT: Full-year position, 40 hrs/week, day shift, Monday-Friday

MINIMUM QUALIFICATIONS:
- English sufficient to communicate effectively with internal and external customers and apply accurate spelling and grammar in written communications.
- Ability to make presentations in English to diverse customer groups.
- Customer services skills sufficient to provide prompt, courteous, and accurate information to customers in person, on the phone, and through e-mail and other written correspondence.
- Customer service skills sufficient to guide tourist groups and answer questions about the facility.
- Data entry skills sufficient to read source documents and enter data in specific data fields.
- Knowledge of word processing sufficient to use software to create, format, edit, print, and save a variety of documents, including spreadsheets, tables, charts, and graphs.
- Word processing skills sufficient to use software, such as Microsoft Word, to type and format letters, memos, reports, and minutes of meetings.
- Skill in using spreadsheet software applications, such as Microsoft Excel to enter, compile, store, and
retrieve data in a variety of reports.

• Ability to work in a seated or standing position for extended periods of time.
• Ability to sort or assemble forms and other materials.
• Ability to train and guide the work assignments of student workers.

PREFERRED QUALIFICATIONS:
• Associate’s degree; or an equivalent amount of education and applicable professional work experience.
• Experience in student services or comparable department.
• Experience working in higher education.
• Experience speaking in groups and/or giving tours.
• Experience working with Native American students or others with diverse backgrounds.
• Proficient computer skills, including knowledge or experience with Microsoft Office, Minnesota State systems, Degree Audit Reporting System (DARS), and a document imaging system.
• Knowledge of US Department of Education rules and regulations, the Family Educational Rights to Privacy Act (FERPA), and the Minnesota Government Data Practices Act (MGDPA)

APPLICATION PROCEDURE:
Apply online at www.mn.gov/careers/ and search for Job ID #44438. Mailed applications/resumes will not be considered. Questions about the position may be directed to Anita Hanson at anita.hanson@fdltcc.edu.

DEADLINE TO APPLY: Tuesday, March 23, 2021

Notice: In accordance with the Minnesota State’s Vehicle Fleet Safety Program, employees driving on college business who use a rental or state vehicle shall be required to conform to Minnesota State’s vehicle use criteria and consent to a Motor Vehicle Records check.

Fond du Lac Tribal and Community College is a member of Minnesota State and is an affirmative action, equal opportunity employer and educator committed to the principles of diversity. We actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

This document is available in alternative formats to individuals with disabilities. Consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.