



Monmouth COLLEGE®

DESCRIPTION, DUTIES, & EXPECTATIONS OF POSITION

POSITION TITLE:	Office Coordinator
PERSONNEL CLASSIFICATION:	Non-Exempt, Full-time
DEPARTMENT:	Admission
POSITION SUPERVISOR:	Director of Campus Visits & Events
DEPARTMENT HEAD:	Vice President for Enrollment Management

Function of Position: Reporting to the Director of Campus Visits & Events, this position serves as a cross-functional team member for the Office of Admission in the Enrollment division. The Office Coordinator will serve a key role in creating and supporting a superior campus visit experience for prospective students and families. Additionally, the Office Coordinator will serve in a variety of roles to support recruitment activities and overall office operations.

Primary Duties and Responsibilities: May include, but are not necessarily limited to the following:

- Greet visitors and provide a welcoming “home base” while they are on campus.
- Resolves scheduling conflicts or other issues independently in a professional and timely manner.
- Oversee a group of student campus visit assistants and provide them work direction, training, and support. Work with the supervisor of our Scot Ambassadors (an Assistant Director of Admission) and with the Scot Ambassadors (tour guides) to best meet the needs of visitors.
- Open and close office daily (unlock/lock doors, put out flags, ensure snacks and beverages are out for visitors) and that slides welcoming visitors is updated and displayed.
- Answers phone calls and responds to emails sent to admissions email address from prospective students, families, and community members.
- Prepares materials such as name tags, agendas, and information packets for campus visitors.
- Assists in planning large open houses and on-campus visit events.
- Assists in the execution of group visits (school groups, field trips, etc.).
- Provide travel planning and logistical support to the admission recruitment team.
- Maintain accurate inventory of marketing and promotional items needed for travel and campus visits and events.
- Update enrollment CRM with prospective student information from recruitment events and perform other data entry as needed.
- Support Office of Admission budget management including tracking spending and submitting payment requests, invoices, and purchase orders
- Serve as support for International Student Admission; serve as Designated School Official (DSO) in the federal reporting software, SEVIS, for processing of required documents (I-20) to apply for a student visa.

Knowledge, skills, and abilities required: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Proven commitment to excellent customer service, or related experience.
- Strong organizational skills and attention to detail.
- Demonstrated ability to think critically and initiate and implement projects independently.
- Knowledge of (or willingness to learn) enrollment CRM (preferred).
- Knowledge of Microsoft environments, especially Outlook, Word, and Excel.
- Demonstrated ability to work with a wide range of people and commitment to diversity.
- Ability to represent the office and the College in a professional manner.

Work Relationships: Works directly with other members of the Office of Admission staff, Student Financial Planning, Athletics, Budget Office, and other key campus partners.

Education & Certifications: High School Diploma Required. Associate degree (Preferred).

GENERAL EXPECTATIONS OF POSITION: Work effectively and collaboratively with position supervisor. Conduct is expected to be professional and courteous. Duties and responsibilities are to be carried out in a manner that promotes and is consistent with the intrinsic goals of Monmouth College. Regular attendance at work is an essential function of the job. All requirements are subject to change with possible modifications made to accommodate individuals with disabilities.

ADDITIONS, AMENDMENTS, AND DELETIONS: The whole or any portion of this description may be added to, amended, or deleted at any time by the position supervisor, Human Resources, department head, or the President.