AUBURN
Human Resources

Coord, Enrollment Operations

Job Description

JOB INFORMATION

Job Code	AD38
Job Description Title	Coord, Enrollment Operations
Pay Grade	SR08
Range Minimum	$43,990
33rd %	$52,790
Range Midpoint	$57,190
67th %	$61,590
Range Maximum	$70,390
Exemption Status	Exempt
Approved Date:	1/28/2026 9:44:29 AM

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Admissions & Recruitment

JOB SUMMARY

The Admissions Operations Coordinator supports enrollment by managing the Admissions Telecounseling Center, coordinating communication processes for special application populations, and supporting related enrollment operations by managing the internal query request process, supporting data integrity across systems such as Slate, and maintaining program documentation.

RESPONSIBILITIES

- Oversees the Admissions Telecounseling Center and its staff, including responsibility for creating and maintaining communications plans; reviewing, refining, and approving scripts, call forms, and email communications; and determining target audiences using queries and reporting tools in the Customer Relationship Manager (CRM), Slate.
- Manages the query request process for Enrollment Operations by overseeing the ticketing system, reviewing and validating incoming requests, evaluating the availability of existing queries, and developing new queries when necessary. Works collaboratively with Enrollment Operations leadership to prioritize, approve, and define requirements related to these requests.
- Collaborates with relevant teams to design, implement, and maintain communication processes for all special population admissions pathways, including but not limited to Auburn First, Path to the Plains, and Auburn Global. Proactively identifies and executes opportunities to streamline communication workflows and enhance strategies for these populations.
- Supports the Optical Character Recognition (OCR) process for Enrollment Operations, including assisting with the implementation, configuration, and ongoing maintenance of OCR technology to guarantee optimal performance and data accuracy.
- Serves as the primary contact for Admissions Telecounseling Center requests, collaborating with campus stakeholders to provide opportunities for personalized engagement by the Telecounselors.
- Supports data integrity in Slate by managing the consolidation of records in Slate.
- Supports the creation and maintenance of Slate documentation and training materials for Enrollment Operations, ensuring accuracy and alignment with current processes and system updates.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	in no specific discipline.	and	4 years of	experience in admission processing, communications, or enrollment operations and coordination. At least 1 year of experience in supervising, leading, or mentoring employees.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of admissions, enrollment operations, and related communication processes.	
Working knowledge of CRM systems (e.g., Slate) in a support capacity, including queries, data integrity, and basic configuration.	
Understanding of communication workflows for distinct applicant populations.	
Understanding of data management practices, including record maintenance and accuracy.	
Familiarity with OCR or document processing technologies (in a support role).	
Strong written and verbal communication skills, including the ability to draft, refine, and review communication materials.	
Skill in managing and coordinating projects across multiple stakeholders or units.	
Problem solving skills, particularly in CRM environments.	
Organizational skills with the ability to manage multiple priorities and maintain documentation.	
Ability to supervise and support staff and student workers in a service oriented environment.	
Ability to coordinate and improve communication processes for special admission pathways.	
Ability to interpret data, identify issues, and ensure data accuracy across systems.	
Ability to collaborate effectively with campus partners and respond to operational needs.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				10 lbs

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Requires performing and/or viewing work on a computer screen for the majority of the day. Ability to view and interpret information on a computer screen for long periods of time.