
Auburn University Job Description

Job Title: **Coord, Enrollment Operations**

Job Family: No Family

Job Code: **AD38**

Grade SR08: \$40,000 - \$64,200

FLSA status: Exempt

Job Summary

Reporting to the Assistant Director of Admissions Processing & Communications, the Enrollment Operations Coordinator assists the development and maintenance of admission processes and communication efforts using Slate and Banner systems to include building and maintaining admissions applications builds, conducting data audits, queries, reports, data feeds, and testing to ensure accurate data collection and reporting for the benefit of the campus and external stakeholders. Oversees the telecounseling center and staff, coordinates communication efforts between various departments and vendors, and assists with the assessment and optimization of Slate's admission procedures.

Essential Functions

1. Manages the telecounseling center and its staff, responsible for determining the target audience, developing, reviewing, and refining scripts and marketing materials to enhance personalized engagement and improve the application and onboarding process for students. Acts as the primary contact for the telecounseling center and creates communication plans with the Auburn First staff to develop, build, execute, and maintain Auburn First's communication efforts in Slate.
2. Works in partnership with the Auburn First team to develop and maintain an Auburn First application, portal, and registration process, overseeing Auburn First applicants from the beginning to the end and seeks opportunities to optimize current processes and communication strategies.
3. Coordinates efforts and communications between the Department of Enrollment Management-Operations, OIT, and software vendors to address the needs of the campus and external stakeholders by ensuring efficient system processing and designing effective reports.
4. Supports the optimization of Slate's admission, enrollment, financial aid, and scholarship procedures by assisting and building streamlined processes and the automation of data feeds into Slate.
5. Performs specialized technical duties and coordinates processes in Slate under the guidance of the Associate Director of Operations & Processing and Assistant Director of Admissions Processing & Communications. Assists with the testing and implementing software in Customer Relationship Management (CRM) and Student Information Systems (SIS).
6. Supports the Associate Director of Operations & Processing and Assistant Director of Admissions Processing & Communications in updating Admission Processing procedures, processes, queries, and reports.
7. Collaborates with campus stakeholders to provide opportunities for their information to be used and shared via the telecounselors.
8. Assists with assessing Enrollment Operations materials and messaging for both accuracy and adherence to the brand.
9. Performs other duties as assigned.

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.

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The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Bachelor's Degree	Degree in Business, Marketing, Journalism, Communications, Public Relations, Education, Counseling, Psychology or relevant field.
Experience (yrs.)	4	Experience in admission processing, communications, or enrollment operations and coordination. At least 1 year of experience in supervising, leading, or mentoring employees.

Substitutions allowed for Education:
Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:
Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge
Knowledge of current industry IT software, hardware and programs, operations and management, admissions, recruitment, communications and marketing principles, Auburn University policies and procedures, and industry policies and procedures.

Certification or Licensure Requirements
None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, talking, hearing, handling objects with hands, .

Job occasionally requires reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 5/3/2023
