

JOB INFORMATION

Job Code	AD38
Job Description Title	Coord, Enrollment Operations
Pay Grade	SR08
Range Minimum	\$42,920
33rd %	\$51,500
Range Midpoint	\$55,790
67th %	\$60,080
Range Maximum	\$68,670
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/3/2023

JOB FAMILY AND FUNCTION

Job Family:	Student Resources
Job Function:	Admissions & Recruitment

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.

RESPONSIBILITIES

- 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.
- 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.
- 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.
- 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.
- 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).
- Supports the Associate Director of Operations & Processing and Assistant Director of Admissions Processing & Communications in updating Admission Processing procedures, processes, queries, and reports.
- Collaborates with campus stakeholders to provide opportunities for their information to be used and shared via the telecounselors.
- Assists with assessing Enrollment Operations materials and messaging for both accuracy and adherence to the brand.
- Performs other duties as assigned.

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.
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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 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	Degree in Business, Marketing, Journalism, Communications, Public Relations, Education, Counseling, Psychology or relevant field.	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 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.

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					
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:

Ability to see information in print and/or electronically.