

Bilingual Receptionist and Admissions Assistant

Job Purpose

The Admissions Assistant/Receptionist provides front desk coverage at St. Augustine College's main campus (1345 W. Argyle St.) and provides administrative support to the Admissions Department.

Receptionist Duties and Responsibilities

- Answers incoming calls, determines purpose of calls, and forwards calls to appropriate personnel or department.
- Takes and delivers messages or transfer calls to voice mail/e-mail when appropriate.
- Welcomes onsite visitors, determines reason for visit, and announces visitors to appropriate staff members.
- Learns and provides general information in response to Admissions and general SAC inquiries.
- Organizes and maintains reception area, so as to present a neat and efficient appearance. Assures that SAC marketing materials and other informational literature is current and available for visitors and members.
- Trains other staff on front desk procedures when necessary.
- Assists in the preparation of Admissions staff meetings and employee events.
- Process incoming and outgoing mail. Maintains correspondence files (routine sorting and filing).
- Sort, log in and circulate all incoming mail, certified mail receipts are logged before distributed.
- Fax outgoing and distribute incoming faxes to appropriate staff.
- Prepare letters and documents and copies as requested.
- Maintain control of all office supplies; distribute office supplies upon request.
- Other duties as directed by immediate supervisor.

Duties and Responsibilities

- Provide clerical/ general office support to the Admissions Department.
- Provide outstanding customer service to prospective and current visitors, staff and prospective/current students, both in person, by telephone and e-mail.

- Perform data entry into admissions database, including entry of new leads, admission intakes, tracking of application documents, enrollment documents, etc. maintain database of admissions department contacts. learn and use constituent relationship management (Jenzabar) and content management systems (EFS).
- Learn basic information about the college and answers frequently asked questions to better serve prospective students.
- Prepare weekly and monthly admissions reports, as well as letters/communications as directed. Assist in the preparation and organization of college events.
- Assist with preparing admission files for all applicants. Communicate status of applications and transfer files to appropriate campus.
- Other duties as assigned.

Skills and Specifications

- Professional, warm, friendly, highly organized, and will be a self-starter capable of working independently.
- Computer proficiency with Microsoft Office (Word, Outlook, PowerPoint and strong Excel skills), data base management, Outlook and Internet use
- Strong communications skills in English and Spanish (oral and written), customer service skills and ability to operate under pressure and meet deadlines.
- Effective project management skills. Self-motivated, organized, energetic and creative.
- Flexibility in work schedule-able to work evenings and weekends as needed.

Education and Qualification

- Experience as receptionist and administrative assistant or in college admissions office support.

Job Type: Full-time, with availability to work between the hours of 8:45AM-7PM M-F, and 8:45AM-1PM Saturdays.

Experience:

- Microsoft Office: 1 year (Required)
- Higher Education Admissions: 1 year (Preferred)

Education:

- Associate (Preferred)

Language:

- Fluent English (Required)
- Fluent Spanish (Required)