



Position: Graduate Admissions Counselor

Department: Recruiting

Campus: North Manchester

Job Responsibilities and Duties: The Graduate Admissions Counselor has primary responsibility for recruitment of prospective students for Manchester's graduate programs. The Graduate Admissions Counselor will be responsible for overall development and management of recruitment and enrollment strategy, including: developing the graduate inquiry pool, conversion of inquiry to applicant, applicant to admit, and admit to enrollment/matriculation. The Graduate Admissions Counselor will adhere to specific goals set by the Director of Admissions by creating relationships with students and other stakeholders through phone outreach, in person outreach, application processing, travel, recruiting events and overall enrollment coordination. This individual will be expected to adhere to and contribute to the University and Admissions mission and vision statements and deliver professional, personal service.

Essential Job Functions:

Recruiting:

- Act as a liaison to prospective/incoming students.
 - Correspond with program applicants through email, telephone and texting.
 - Meet with prospective students, their families, and other stakeholders on campus.
- Interact with Manchester's faculty and staff to coordinate student recruitment and enrollment.
- Plan special events and arrange strategic recruiting travel, as needed.
 - Possibilities include off-campus recruiting events such as information fairs, college visits, or employer visits.
- Develop and foster strong relationships with market influencers and MU alumni in areas that may strengthen the programs
- Build graduate program recognition, while elevating Manchester's reputation.
- Represent Manchester University in a professional manner at all times.

Phone Outreach and Application Nurture:

- Make outgoing calls to program inquiries, delivering best practices in customer service.
- Provide information on program curriculum, the application process, financial aid, and other student services.
- Make outgoing calls to program applicants to discuss next steps in the process, their financial aid package, and determine their interest level in the program and Manchester University.
- Record comments, interest level and other necessary record updates in the department's CRM software system.
- Provide timely outreach (e.g. 8 business hours) to new student inquiries to increase the likelihood of conversion from inquiry to application.

Application Processing:

- Receive program applications, and communicate with applicants on all steps necessary to complete the application process.
- Process completed applications into organized electronic files, ready for review.
- Facilitate faculty committee evaluation of applications based on college transcripts and recommendations.
- Alert applicants of the committee's decision and next steps.

Marketing:

- Provide market input and feedback to enrollment and marketing for consideration in marketing materials and advertisements

General Activities:

- Participate in weekly admissions meetings.
- Support and model a team “can-do” attitude in the admissions office and throughout the University community.
- Establish and maintain relationships within the University community.
- Represent the University at approved professional organizations.
- Organize and manage several responsibilities at one time.
- Other duties may be assigned, commensurate with experience and demonstrated capacity.

Qualifications:

- Bachelor’s degree.
- Must possess a valid driver’s license, be willing to travel, read maps and have reliable, local transportation.
- Must have the capacity to be flexible, assertive, intuitive, patient, personable, and empathetic.
- Advanced computer skills, including MS Office Suite.
- While not required, mastery of multiple languages is appreciated.
- Excellent interpersonal skills including the ability to interact with students, parents, faculty, staff, and the public.
- Previous experience in recruiting a plus, especially if experience was related to online academic programs.
- Ability to develop and maintain highly effective relationships both internally and externally.
- Ability to influence, communicate, respond and interact with a wide array of individuals.
- Strong time management, detail orientation and organizational skills.
- Solid sense of confidentiality and discretion.
- Ability to work independently and collaboratively in a team-based environment.

General Information: Manchester University is an independent, liberal arts university with a campus in North Manchester, Ind., where approximately 1,300 students choose from at least 60 areas of undergraduate study, two master's programs and 21 NCAA Division III varsity sports. Our second campus in Fort Wayne is home to the Manchester University College of Pharmacy, where graduates are awarded the Pharm.D. Doctoral degree.

Manchester has a distinctive commitment to developing respect for ethnic, cultural and religious pluralism and an international consciousness. Manchester University respects the infinite worth of every individual and graduates persons of ability and conviction who draw upon their education and faith to lead principled, productive, and compassionate lives that improve the human condition. As an institution rooted in the tradition of the Church of the Brethren, Manchester University values learning, faith, service, integrity, diversity, and community.

Work Schedule: This is a full time, 12-month, exempt, staff position. The hours per week will vary depending on the recruiting cycle; however, they are generally forty (40) hours. Evening and weekend hours are required at specific times in the recruiting cycle.

What We Offer: We offer competitive pay and the opportunity to serve in a dynamic educational environment committed to graduating persons of ability and conviction. We are consistently ranked as an Honor Roll Great College to Work For by the Chronicle of Higher Education.

To Apply: Review of applications begins immediately and will continue until the position is filled. Please send a cover letter, resume and completed employment application to:
<http://www.manchester.edu/OHR/apply/staff/index.html>

E-mail questions to jnsteele@manchester.edu

Manchester University is an equal opportunity employer. Applicants who further diversify our faculty and staff are warmly welcome.