

*San Joaquin Valley College*  
**Job Description**

---

**Job Title:** Online Admissions Advisor  
**Department:** SJVC Online Admissions  
**Reports To:** Enrollment Services Director  
**Status:** Full-time, Non-exempt

**Summary:** An Admissions Advisor for SJVC Online must be able to sell prospective students on themselves and the benefits of higher education by matching the prospective student's needs with the features and content of the SJVC Online certificate and degree programs.

**Essential Duties and Responsibilities:**

- Responds to e-mail and telephone inquiries.
- Makes out-bound telephone calls for purposes of follow-up.
- Makes telephone based sales presentations to prospective students.
- Directs students to SJVC Online web-site for completion of Application.
- Refers applicants to financial services.
- Assists prospective students in navigating the enrollment process.
- Follows up by telephone and correspondence for Student Success Course, start date, and retention.
- Develops leads to supplement general marketing.
- Performs other duties as assigned.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service – Offers excellent customer service to all applicants; handles difficult or emotional applicant situations; responds promptly to requests for information; meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to applicants without interrupting; keeps emotions under control.

Oral Communication – Speaks clearly and persuasively in positive and negative situations; listens and gets clarification; responds well to questions; demonstrates one-on-one presentation skills.

Teamwork – Balances team and individual goals; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; promotes harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support – Follows policies and procedures; completes paperwork correctly and on time; supports organization's goals and values.

Strategic Thinking – Develops strategies to achieve organizational goals; adapts strategy to changing conditions.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity – Meets organization's goals; strives to increase and surpass goals.

Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives to meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience – Associate's degree and related work experience.

Language Skills – Ability to read and comprehend simple instructions; short correspondence, and memos; ability to write simple correspondence; ability to affectively present information in one-on-one and small group situations to applicants and employees.

Mathematical Skills – Ability to add and subtract, multiply and divide, calculate percentages and ratios.

Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills – To perform this job successfully, an individual must have knowledge of the Internet and its applications, Microsoft Office, Word, Excel, Access and Outlook; and master proprietary software used to maintain student records.

**Other Qualifications:** Must be available evenings for workshops and some weekends for seminars.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms; talk and hear. The employee is frequently required to sit, stand and/or walk. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.