

GORDON CONWELL

THEOLOGICAL SEMINARY

Title: Admissions Representative
Reports to: Admissions Manager
Location: Charlotte, NC
Status: Full Time (37.5 hours per week)

Overview

Gordon-Conwell is a multi-denominational evangelical Protestant graduate school, unique with its broad array of over 2100 students and 200 faculty and staff from 98 denominations and 55 countries. Our four campuses include a residential model of education at South Hamilton, MA (our main campus); an urban context offering classes in five languages in downtown Boston, MA; adult educational models in both our Charlotte, NC campus and our offerings in Jacksonville, FL; and cohort models involving students from around the world.

Our mission is to prepare men and women for ministry at home and abroad. Rooted in the gospel and God's Word, the seminary seeks to develop Christian leaders who are thoughtful, globally aware, spiritually mature and ready for a broad array of ministries. While being historically orthodox and evangelical, we seek to address the issues of our times with both relevance to the culture and faithfulness to Christ and God's truthful Word.

Position Summary

Admissions Representatives provide end-to-end advising and advocacy for prospective students across the journey from: visitor → lead → inquirer → applicant → student (and in some cases from students & alumni back to leads).

Under the broad supervision of the Admissions Manager the Admissions Representatives will perform a variety of functions required to assist in the smooth operation of the Admissions Team.

Primary Responsibilities

1. Build relationships and assist prospective students throughout all phases of the enrollment cycle.
2. Schedule and conduct recruitment visits to campus, churches, and other events in accordance with the overall recruitment strategy.
3. Work with the Admissions Office staff in coordinating the efforts of recruitment and admissions, with special concern for the efficient use of technical tools needed to accomplish that task (including the admissions modules of the CAMS system, Hubspot CRM, VidCruiter Application Portal, web, email, etc.).
4. Process student applications by assisting with document processing, database management/input, and updating students regarding their application status.
5. Assist in collecting data to ensure high quality of prospective students' services.
6. Assist in "transition services" for incoming students. This includes identifying off-campus housing, as well as other opportunities that assist students in making the transition to the Boston campus.
7. Submit formal and informal reports to the Associate Director of Admissions and the Executive Director of Enrollment as required to apprise him/her of recruitment projections, status of inquiries, status of applicants, travel schedules, effectiveness of recruitment events and activities and other matters related to the recruitment and admissions process.
8. Assisting with special events such as the bi-annual *Explore Seminary* event.
9. Other duties as assigned

Required Competencies

- **Customer Service**
 - Demonstrated ability to relate effectively with diverse populations
 - Exceptional interpersonal skills manifested in a confident, warm, outgoing manner
 - Excellent written and oral communication and listening skills
 - Comfortable speaking with people on the phone
- **Administrative Responsibilities**
 - Excellent verbal and written communication skills
 - Highly organized and able to manage multiple tasks at once with minimal supervision
 - Keen attention to detail and accuracy
 - Detail oriented and creative issue-resolution
 - Capable of functioning effectively within a customer-focused, collaborative environment
- **Technology**
 - Competency in personal computing (including Microsoft Office).
 - Must be able to quickly learn and use new software programs, and be comfortable interacting with multiple technology tools
 - Demonstrated data entry skills
- **General requirements**
 - Understanding of the academic, personal and spiritual capabilities required for theological training
 - Time management principles and practices
 - Valid driver's license
 - Ability to work evenings and weekends as needed
 - Be available for travel up to 10% of the time
 - The ideal time commitment for this position would be a minimum of two years

Specialized Knowledge

- Admissions standards
- Available institutional resources and programs
- Processes and regulations in the admissions and matriculation process
- Applicable legislation, standards, policies and procedures within scope of role
- Seminary programs of study, services and resources
- Applicable seminary student forms
- Student recruitment and retention issues

Education and Experience

Preference will be given to those candidates with:

- At least two years of work experience in a college/university setting
- A bachelor's degree

Application Process

Please submit a resume and cover letter (Word or PDF) and apply through Gordon-Conwell's Career Center. The Career Center can be found through our website: www.gordon-conwell.edu/employment.