

GORDON CONWELL

THEOLOGICAL SEMINARY

Title: Assistant Admissions Representative
Reports to: Admissions Manager
Location: Charlotte, NC
Status: Part-time, 15-20 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 counselors 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).

Primary Responsibilities

Under the broad supervision of the Admissions Manager, the Assistant Admissions Counselor will perform a variety of functions required to assist in the smooth operation of the Admissions Team, including:

- Scheduling campus visits and conducting on-campus tours
- Processing student applications by assisting with document processing, database management/input, and updating students regarding their application status
- Communicating with prospective students via e-mails, postcards, letters, and phone calls
- Assisting with general inquiries through the Admissions email account and by answering the phone
- Processing and filing mail for the office
- Occasionally assisting with special events such as the bi-annual **Explore Seminary** event
- Other duties as assigned.

Required Competencies

- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Excellent verbal and written communication skills
- Ability to maintain confidentiality according to FERPA
- Must be able to adapt and learn quickly and use new software programs, and be comfortable interacting with multiple technology tools

- Detail oriented with the ability to creatively analyze and solve problems and provide appropriate recommendations based on logical and justifiable reasoning
- Ability to consistently perform routine administrative tasks with minimal supervision
- Ability to collaborate in team environment with optimism, sense of humor, and empathy.

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

- Sales or customer service experience required; must appreciate and look forward to interacting with people.
- Data entry experience preferred.
- Understanding of time management principles and practices
- Knowledge of organizational structure, workflow, and operating procedures