Search 19-67A

DEPARTMENT: Office of Graduate Admissions

OFFICIAL TITLE: International Admissions Specialist

GENERAL STATEMENT OF DUTIES:

Reporting to the Director for International Recruitment, the position will be responsible for activities consistent with the range of duties involved in all stages of the admissions and recruitment process. Position requires independent judgment and discretion in all admissions and recruitment related activities. The position is responsible for contributing to the development and implementation of strategies to achieve the University's enrollment goals.

SUPERVISION RECEIVED:  Director for International Recruitment

SUPERVISION EXERCISED:  None

CORE DUTIES:

- Serve as a first point of contact via phone, email and in person to prospective students communicating the university's mission, academic and co-curricular programs, extra-curricular activities and other relevant information throughout the recruitment process in an independent manner. Utilize social media platforms including live chat sessions to communicate with prospective students.
- Advise prospective students on all aspects of the application process throughout the admissions cycle
- Responsible for the issuance and processing of critical documentation, including the I-20s.
• Responsible for the oversight associated with the creation and distribution of acceptance packages for international students.
• Support the recruitment team with lead categorization and lead nurturing campaigns; act as a representative of the University when required in these campaigns.
• Manage all graduate admission communication including determining appropriate course of action and independently implementing next steps.
• Participate in on-campus/off-campus recruitment activities including graduate fairs, university visits, and provide prospective students with information about the program offerings.
• Responsible for the maintenance of the CRM recruitment system and adhering to established deadlines associated with inquiries received from events.
• Liaise with applicable student groups to support communication with prospective students.
• Participant in the successful execution of the international recruitment plan
• Provide analytical support in preparing and analyzing data associated with country/region demographics, including feeder schools within target countries. Coordinate activities in conjunction with the operations team to ensure candidates for scholarships/fellowships are notified within the established timelines.

SECONDARY DUTIES:

• Other duties and responsibilities as assigned including back-up counselor assistance during peak periods.

QUALIFICATIONS, KNOWLEDGE, SKILLS, ABILITIES:

Education (Required): Bachelor’s Degree required, preferably in the field of business/marketing/ counseling.

Experience (Recommended): A minimum of 3+ years of higher education experience in admissions (preferably graduate), including international recruitment. Experience in sales/customer service/counseling preferred.

Other Skills: Strong written and verbal communication skills, outreach, public speaking/presentation and networking skills are required. The ability to professionally and appropriately represent the University is of great importance. The ability to assess matters and act independently in the execution of decisions
are required. The ability to multitask, and work to aggressive deadlines is of great importance. Attention to detail and the ability to learn quickly and ability to work in a high tempo environment is critical. Excellent project and time management skills. Skilled in the use of MS Office Suite, CRM tools are required.

A commitment to excellence in customer service is mandatory.

**Application:** Review of applications will begin immediately and will continue until the position is filled. Interested applicants should send their resume, cover letter, and three references with contact information via email to hrdept@newhaven.edu Please indicated **Search #19-67A** in the subject line of the email.

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