Admissions Specialist
(Program Coordinator)

Job Summary:
The Admissions Specialist is responsible for performing a wide range of specialized duties in the areas of admission and credential evaluation. This position has oversight responsibility for the application review and academic credential evaluation for a select population of undergraduate students seeking admission to Western Washington University. The responsibilities of the Admissions Specialist are varied given simultaneous processing of multiple quarters, different student types, the cyclic nature of admissions, and fluidity of priorities and goals. Major components of this position include: following complex procedures and guidelines to review undergraduate applications for admission, evaluating secondary and post-secondary academic credentials, and accepting and articulating transfer credits to prepare students for course registration. The Admissions Specialist also has responsibility for independently managing the admissions processes for assigned Outreach and Continuing Education (OCE) degree and certificate programs, including training of and referral to OCE program staff, coordination of application review, and advising about policies and procedures. The Admissions Specialist is cross-trained to serve as a back-up to the Transfer Credit Specialist and is one of only two University staff to have responsibility for maintenance and decision-making related to transfer course equivalencies. This position requires an individual who is able to effectively meet goals while balancing multiple priorities, comfortable with emerging technology, and highly detail oriented. Accuracy is imperative as errors can affect timely communication with applicants, residency, awarding of eligible credit, student billing and financial aid eligibility.

Essential Job Functions:

Manage admissions and credential evaluation processes for applicants seeking undergraduate admission to Western Washington University (50%)

- Responsible for the processing and evaluation of thousands of applications for undergraduate admission to Western Washington University, including first year, transfer, returning Western students, post baccalaureate, international and those applying for degree and certificate programs offered via Outreach and Continuing Education each with varying requirements, deadlines and procedures.

- Employ specialized knowledge and exercise independent judgment to review application materials and make informed admissions decisions, including admitting and denying applicants for admission; interpret and apply complex and varied Admissions guidelines, policies and procedures; code applicant records to ensure each receives the appropriate decision correspondence.

- Evaluate high school and college transcripts for College Academic Distribution Requirements (CADRs), core requirements, advanced courses, General University Requirements (GURs), major requirements and minimum grade requirements.

- In accordance with University policies, determine acceptability of transfer coursework and number of upper and lower division credits; calculate cumulative GPA.

- Advise prospective, admitted and returning students on Western’s application procedures and admission policies; maintain personalized attention and communicate highly sensitive information such as admission decisions, standards, educational options, University policies and procedures, and other issues as appropriate in person, via email and on the phone; recognize when unique circumstances create a situation that deviates from standard requirements.

- In accordance with internal guidelines, determine when applications need further administrative review and prepare these applications for additional assessment, making comments and decision recommendations for administrative staff.

- Use Banner student information system and NolijWeb document imaging system to ensure applicant files are adequately and properly documented.

- Monitor and request outstanding application and admission requirements, placing registration holds on admitted and confirmed student records as appropriate.

- Run and use reports as needed to monitor progress towards goals, adjust workflow and audit for errors.
- Communicate with applicants, parents, high school and college counselors, colleagues and other internal and external customers to answer questions, provide information and resolve issues related to pre-enrollment requirements; as requested, serve as the on-call adviser in person, via email and telephone and responding to prospective student inquiries.
- As requested, assist with recruitment goals of the Office of Admissions by participating in on-campus events for prospective and admitted students.

**Articulate transferable courses for admitted students (25%)**

- Use professional judgment and knowledge of Western policies, requirements and course offerings to analyze and determine transferability of courses and credits from US and international college and university transcripts and exam results.
- Use online resources such as the CollegeSource Transfer Evaluation System (TES) and ClassBase to research and verify accreditation status and course histories for unknown transfer institutions.
- Ensure all appropriate transfer credit from other institutions is accepted for each admitted and confirmed student and correctly articulated by entering student transcript data.
- Run Transfer Equivalency Reports (TERs) and roll accepted credits to Western's academic history to allow students to use their transferable courses in Degree Works prior to matriculation.
- Maintain approved exceptions and waivers in Banner, verifying their accuracy and approval.
- Accurately and thoroughly document student records and annotate transcripts with regard to transfer credit determination for future reference by Registrar's Office.

**Serve as back-up Transfer Credit Specialist and Manage Outreach and Continuing Education (OCE) program application processes (10%)**

- Serve as back-up for the transfer course equivalency review process: develop thorough working knowledge of Banner Transfer Articulation Module, determine acceptance of transfer courses with reference to Western Washington University transfer credit policies; establish course equivalencies after review and comparison of course descriptions; work with and consult academic department chairs and designated faculty and staff advisors to establish major and upper division course equivalencies; maintain transfer equivalency tables in the Banner Transfer Articulation Module so that the database is an accurate and precise tool for recording transfer equivalencies.
- Independently manage the admissions processes for assigned Outreach and Continuing Education degree and certificate programs; provide consultation and training to OCE program staff to interpret and apply varied and complex policies and guidelines related to the application process; advise prospective students about specialized application requirements, processes and decision timeline.
- Prepare General University Requirement (GUR) evaluations for students applying to OCE degree and certificate programs.

**Work as a collaborative member of the Processing Team (5%)**

- As a member of the application processing team, work collaboratively with teammates to ensure efficient, effective and consistent application review, including cross-training in specialty areas.
- Participate in regular processing team meetings, staff meetings, and conferences as directed.
- Update and maintain processing manual and other documentation, with focus on consistency of file and transcript preparation and review within the evaluating team.
- Design, test, troubleshoot and implement new releases of Banner forms and other software, and new projects using existing software; report defects and develop alternate workarounds. Upgrade technical proficiency as required to keep up with evolving technology, including anticipated CRM implementation for online application review.
- Consult and collaborate with Program Manager to insure the integrity and accuracy of the data in nightly audits, reports and special projects.
- Participate in continual assessment of current efforts and initiatives to streamline procedures and serve students more effectively and efficiently, recommending modifications to policies and procedures as necessary.

**Collaborate with and perform work on behalf of other departments (5%)**

- Work collaboratively across various programs and departments such as Enrollment and Student Services offices, Outreach and Community Education, Woodring College of Education, athletic programs, International programs and individual colleges and academic units regarding procedures, requirements and admission decisions.
Work cooperatively with Admissions staff, Registrar’s office, Academic Advising office, New Student Services, Financial Aid and academic departments to provide pre-admission advisement, orientation information, and assistance resolving issues and concerns.

- Interpret complex guidelines provided by the Registrar and in accordance with applicable state law to determine appropriate residency classification; ensure accurate coding in Banner SIS that impacts accurate billing of resident or non-resident tuition.
- Apply guidelines provided by the Financial Aid office and in accordance with applicable state and federal laws to accurately code applicant records in Banner SIS that impact financial aid eligibility.
- Comply with guidelines provided by the Student Business Office and with adherence to governmental rules and regulations to ensure applicant records receive accurate coding that impacts incurred financial obligations.

**Perform related duties as assigned (5%)**

**Required Qualifications:**
- Associate's degree and at least two years of experience coordinating a specific program/project and high quality customer service experience OR an equivalent combination of education/experience sufficient to perform the essential duties of the job.
- Demonstrated ability to recognize problems, identify possible causes and resolve the full range of problems that may commonly occur in the admission of undergraduates and/or student services.
- Demonstrated ability to make informed decisions in the interpretation and application of guidelines, policies, procedures and rules while exercising independent judgment.
- Ability to pay careful attention to details with a high degree of accuracy in a high-pressure, deadline-driven environment.
- Outstanding organizational skills with demonstrated ability to set priorities and successfully meet goals.
- Demonstrated ability to establish and maintain effective working relationships in a collaborative team environment with diverse employees and student/customer groups.
- Intermediate skills in Microsoft Word, Excel, and Outlook.
- Ability to learn new software programs (such as Banner, NolijWeb and Slate).

**Preferred Qualifications:**
- Prior experience in Admissions or related work in an education environment and knowledge of relevant qualifications for entry into undergraduate programs and associated admission processes.
- Experience performing credit evaluations in a higher education setting.
- Experience working with database systems.
- Proficiency with Banner Student Information System.
- Experience with NolijWeb or other document management system.
- Experience processing applications within a CRM environment.

**A complete application packet includes the following:**
- Resume.
- Cover letter that addresses your experience related to the position responsibilities and each of the qualifications.
- Contact information for three professional references including at least one current/former supervisor.