



Job Description

1. DESCRIPTION

Title:	Admissions Coordinator
Jobholder:	
Reports to:	Registrar
Department/University:	Administration

2. DIMENSION

The Admissions Coordinator will assist the Registrar in providing information and excellent customer service to students and members of the public pertaining to the programmes offered at the University College of the Cayman Islands. In addition, he/she carries out various front office tasks and responsibilities to support the smooth operation of the job function related to admission of students to UCCI. The post holder will manage the admissions process from initial enquiry and admissions to registration, retention and readmission, including interviews, entrance tests, references and relevant documentation.

3. TERMS OF APPOINTMENT

- a) The Admissions Coordinator is appointed by the President.
- b) An appointment as Admissions Coordinator is for a contractual period determined by the President, or his designee.
- c) Continuation of an appointment as Admissions Coordinator is subject to a satisfactory annual performance review.

4. CRITERIA FOR APPOINTMENT

The criteria for appointment as Admissions Coordinator are as follows:

- a) Bachelor's Degree; ideally three years' experience in a tertiary environment.
- b) Working in an office environment/ customer services
- c) Ability to manage a wide range of duties including handling customer enquiries, assisting with registration, taking fees and assisting with various front office tasks to support the smooth function of the Registrar's Office
- d) A strong and confident communicator with an excellent oral and written communication and interpersonal skills
- e) High level IT skills (including MS Word, Excel, PowerPoint and Publisher)
- f) Initiative and ability to work without direct supervision

- g) Detail-oriented and a team player
- h) An ability to form strong working relationships with prospective students (high school leavers and adult learners), parents and guardians, scholarship providers, with faculty and staff and other clients
- i) Experience in designing promotional materials and marketing educational programmes

5. REMUNERATION

The Admissions Coordinator shall receive remuneration determined by the President based on contractual arrangement.

6. ACCOUNTABILITIES

The Admissions Coordinator shall be accountable to the Registrar of the University College of the Cayman Islands (UCCI) for the following:

Institutional Commitment

- a) Service – promotes the social and intellectual growth of all students at UCCI.
- b) Professionalism – recognizes diversity in UCCI's organizational culture; understand department and UCCI policies, and promotes an environment conducive to learning; demonstrates a professional conduct in discussing and dealing with internal issues; maintains balance of work and personal life while engaging in new knowledge to enhance personal growth and skills; and adheres to UCCI policies regarding social conduct, attendance and dress code.
- c) Privacy and Confidentiality – engages in a confidential and professional manner all conversations, written and electronic information regarding students and in accordance to UCCI's privacy and legal requirements.
- d) Communication – maintains good relationships with UCCI's clients including the students, visitors, and other colleagues, even when facing pressure situations and when confronted.
- e) Commitment to colleagues – shows respect for colleagues; and provides constructive feedback when needed.

Job Specific

- a) Responds to all enquiries (telephone, email, in person, via the website) providing advice when necessary to prospective students, parents, teachers, and outside entities independently and in a timely and professional manner.
- b) Ensures that online application and enquiries are downloaded into the Admissions Office and then enrolled into Registrar's Office of the BlackBaud SIS (Student Information System).
- c) Manages the admissions processing of a portfolio of programmes in close liaison with academic departments. Process incoming applications for all degree programmes, checking qualifications, the validity of decisions and authenticity of results.
- d) Applies agreed criteria to make admissions and readmission decisions consistently and fairly.
- e) Enters decisions and generate offer/decision letters using the BlackBaud SIS.
- f) Processes applications for conversions to various programmes within the institution.
- g) Ensures the overall upkeep of the admissions process. Assists with the establishment of work flow processes pertaining to admission process.
- h) Checks and verifies the fee classification of applicants.
- i) Ensures that correct procedures are followed when dealing with overseas students requiring visas in accordance with the CI Immigration policies.
- j) Works closely with the Registrar and various departments to review and, where applicable, makes changes regarding the entry requirements to various programmes.

- k) Ensures that accurate student data is properly processed into the SIS (Student Information System) with the aim of 100% accuracy.
- l) Liaises with various secondary school representatives in organizing placement examinations. Organizes placements exams throughout the year to facilitate admission in various semesters/sessions.
- m) Visits various secondary schools, events and various functions in promoting and recruiting of potential students; establishes and delivers presentations relating to programme offerings, admissions criteria and upcoming dates and events.
- n) Monitors and assist with the maintenance and development of the Office of the Registrar and Admissions sections of the UCCI website as well as the Online Application.
- o) Facilitates the creation of various SIS database queries and creation of reports to help support the Registrar of the University.
- p) Is accountable for: enquiries and invigilation of overseas exams; English competency exams; and challenge exams.
- q) Liaises with accounting department with regards to the collection of fees, payments, refunds (as they pertain to course cancellations), and other student financial matters.
- r) Coordinates the logistics of admissions-related events through the Office of the Registrar and frequently reports action items to staff.
- s) Liaises with the Marketing Office and the Registrar to ensure that there are sufficient supplies of promotional materials and to create new, relevant materials as necessary. Maintains the stock of all marketing materials.
- t) Works closely with the Marketing Office to develop strategies and programmes for school visits, careers expos and other such activities.
- u) Assists the Marketing Office in managing social media pages.
- v) Acts as a member of various University committees as deemed necessary.
- w) Liaises regularly with both academic and administrative staff.

Other Duties as Assigned

Other functions deemed necessary and assigned by the Registrar from time to time for the efficient functioning of the Administration Department in particular and the University as a whole.