



CROSSPURPOSE

Admissions Specialist 2024 Job Description

Scope and Position Responsibilities

The Admissions Specialist will guide prospective Leaders through the journey from initial contact (Lead) to Acceptance with the goal of seeing 30 Leaders through to Acceptance every class

Department: Recruitment and Admissions

Supervisor: Recruitment Manager

Direct Reports: 0

Indirect Reports: 0

Major Areas of Responsibility

- Admissions (90%)
 - Guide a caseload of prospective Leaders through the application and admissions process for all CrossPurpose sites
 - Manage onsite admissions centers 1-2 times per week
 - Manage Lead and Leader files in Salesforce to ensure all information and documents are properly uploaded and stored
 - Execute communication cadence with every assigned Lead and Leader File to ensure completion of application and admissions process
 - Continually optimize and improve upon current processes to ensure best possible customer experience for prospective Leaders
 - Collaborate with Director of Recruitment to develop and implement top-of-funnel engagement strategies to promote our program to interested Leads
- Administrative and Meetings (10%)
 - Attend weekly department meetings
 - Complete weekly check in with Director of Recruitment
 - Attend monthly Customer Service committee meetings
 - Other duties as assigned

Qualifications

- Bachelor degree in Business, Communication, Customer Service, Marketing, or related field preferred but not required
- 1-2 years of proven experience in customer service, sales, or related field
- 1-2 years of proven experience working with diverse populations
- Demonstrated ability to communicate effectively and clearly over the phone
- Demonstrated ability to take initiative, meet deadlines, and accomplish multi-faceted projects with excellence
- Previous experience with Salesforce *required* OR proven ability to learn and navigate CRM databases with ease and excellence
- Excellent customer service skills with demonstrated ability to follow up and follow through



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- Proven ability to work independently while also fostering positive internal relationships and being a team player
- Proficiency in Google G-Suite require
- Passion for the CrossPurpose mission and values
- Employee must provide own working laptop (PC or Mac) and smartphone

Hours, Compensation and Benefits

Hours: 40+ hours/week: generally Monday - Friday 8:00am - 5:00pm, other hours as needed

Salary/Wage : \$47,000 - \$56,400

Performance Bonus: Up to 5% of salary

Vacation: 15 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long term disability

These and other benefits are discussed in more detail in our Employee Handbook.