



# Admissions Coordinator

## Reports to

Admissions Specialist

## Company Background

INTO Oregon State University (INTO OSU) is a 50/50 partnership between INTO University Partnerships and Oregon State University. The partnership was established in 2008 to help drive the University's internationalization agenda with the intent of raising its brand and profile, establishing itself as an international research-intensive university and transforming the profile of its international student body as well as enhancing the overall student experience. The partnership established and operates a campus-based state-of-the-art international pathway center that currently serves more than 1000 international students in a variety of academic and English language programs.

Oregon State University is an international public research university located in Corvallis, one of the safest, smartest, greenest, small cities in the nation. Oregon State is the state's Land Grant University and is one of only two universities in the U.S. to have Sea Grant, Space Grant, and Sun Grant designations as well. With 11 colleges, 15 Agricultural Experiment Stations, 35 county Extension offices, the Hatfield Marine Science Center in Newport, and OSU-Cascades in Bend, Oregon State has a presence in every one of Oregon's 36 counties.

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long term academic success. Since 2006, INTO has launched partnerships to internationalize 25 universities in the US, UK, and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Washington State University, Suffolk University, Illinois State University and Hofstra University.

## Job Overview

To support the Office of International Admissions in providing high level customer service, maintaining the standards and integrity of the Office of International Admissions, and sustaining an efficient admissions process.

The successful candidate for this position will exemplify the INTO OSU Core Values:

**A Global Outlook:** We respect diverse perspectives and international experience.

**Our Students:** We value the success and well-being of our students as the foundation of our work.

**People:** We build community with compassion, cooperation, collaboration and trust. We respect each other with open communication and transparency.

**Personal Efficacy:** We provide leadership and take personal responsibility. We work with enthusiasm, positivity and passion.

**Growth and Development:** We grow and adapt to change with creativity, innovation and flexibility both as individuals and as a group.

## Essential Duties and Responsibilities

- Serve as the primary contact to the Application Processing Center for our Academic and General English programs.
- Processing and confirming applications.
- Assist Designated School Officials in creating initial immigration documents through SEVIS and fsaAtlas.
- Serve as a primary customer service contact for the Office of International Admissions. The employee in this position will answer the phone, respond to inquiries, and greet students, applicants, and others that come to the Office of International Admissions.
- Liaise with technical staff on Student Information Systems (Banner), NOLIJ, and Salesforce processes and procedures.
- Provide excellent customer service and relevant information to incoming and current students, agents, and other parties.
- Work within the Office of International Admissions team as an effective team player.
- Maintain a positive and flexible attitude, provide and receive constructive feedback within team.
- Assist with training for OSU faculty and staff, INTO agents, and INTO-OSU staff as needed.
- Build effective working relationships with the INTO marketing and sales team in the UK and abroad.

**Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request; This job also requires an ability and willingness to work overtime during times of high activity and as determined by management.**

**We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.**

## Qualifications

### Minimum Qualifications and Experience

- High School Diploma with minimum two year's work experience.
- Experience working in a customer-focused, fast paced environment.
- Approachable, with the ability to be assertive and constructive when required.
- Ability to communicate, build, and manage relationships with peers, senior managers, University stakeholders, parents, and students from a range of linguistic, ethnic, and cultural backgrounds.
- Excellent verbal and written communication skills.
- Good IT skills and knowledge of key Microsoft packages (Excel, Word, PowerPoint).
- Cultural sensitivity, maturity, and the ability to communicate clearly and effectively with international students.
- Experience dealing with challenging customers and stakeholders.
- The ability to prioritize, meet deadlines, and work under pressure.
- Flexibility and willingness to undertake and learn new tasks.
- Applicant must pass a background check and have the ability to be legally employed in the U.S.



### Preferred Qualifications

- Bachelor's desired, or relevant combination of education and experience.
- Experience at an institution of higher education.
- An interest in other nationalities and cultures.
- Multi-lingual experience.

### Location

Corvallis, Oregon

### Salary/Perks

This is a regular, full-time, non-exempt (eligible for overtime) position, with an hourly rate of \$13.50 to \$14.00 depending on experience. INTO OSU offers a competitive benefit package including Medical, Dental, Life/ADD, STD, and 401k. We offer a positive work environment, casual Fridays (wear your Orange and Black), on-site coffee shop and company sponsored events.

### How to apply

Please submit **ONE** Word or PDF document containing (you will only be able to upload one document, please combine your documents onto one word or pdf prior to uploading)

1. **Cover letter**
2. **Resume**
3. **Contact information for three professional references**

Link to apply: [https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=50342&lang=en\\_US&source=CC3&cclid=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=50342&lang=en_US&source=CC3&cclid=19000101_000001)

**This posting closes Sunday, March 17<sup>th</sup>, 2019.**

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.