



Admissions Lead

Company background

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

Reporting line

The Admissions Lead reports to the assigned Manager of USPA (US Partnership Admissions), the Assistant Director of USPA with oversight from the Vice President of Admissions, INTO North America.

Job overview

To inspire and maintain a high-performing regional team which delivers outstanding levels of service to our prospective students, agents and regional recruitment staff. To assist in the development and implementation of clear, robust and transparent policies and processes while working seamlessly with our North America centers' admissions and enrollment teams.

Key accountabilities and duties

This is a valued role, in a growing, dynamic organization so the responsibilities may change over time but will include the following:

- Review applications and make decisions regarding suitability for academic enrollment against the agreed academic criteria.
- To assist in the development of induction and training processes for members of assigned regional/functional team ensuring that all team members follow the agreed processes and procedures.
- Responsible for performance guidance of team members, including provision of staff appraisals, holding regional meetings, mentoring staff, advanced planning of staff vacation, and preparations for peak application periods.
- Responsible for ensuring new staff are provided ongoing training including the creation of assessments to ensure staff is working at agreed performance standards.
- To work with the assigned manager of USPA's regional team(s) to assist with clear management controls which ensure delivery on agreed service level agreements which include:
 - Ensure prompt response times to inquiries and applications.
 - Ensure data accuracy.
 - Full compliance with university partner admissions criteria and policies.
- To work with the manager to provide economies of scale through the provision of an effective and cost-efficient operation while improving customer service levels and satisfaction.
- Maintains regional knowledge and nuances working closely with the RO and recruitment teams.
- Build and maintain team morale which fosters collaboration within the region allocated.
- Quality Control the applications of each team member to ensure accuracy and comprehension.

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- Updates process and policy guides for the region ensuring that Application Advisors have all up-to-date information.
- Strives to maintain expectations and outcomes of the team vital for the success of USPA.
- Consistently review queues, workloads and SLAs (service level agreements) to ensure all commitments are being met.
- Responds to any Admission Concerns related to region.
- Works in close contact with the assigned manager on all reporting/data information about the workload and follow-through of team.
- Monitor team dashboards to ensure proper action and workflow is being completed daily.
- Notifies manager of any delays, issues promptly and effectively.
- Responsible for meeting with team members, which includes weekly one on one meetings, mentoring, developing, and providing key feedback to ensure growth and success.
- Must be able to hold the expertise and knowledge of both the education systems of region and products for all JV's.
- Develop and maintain quality customer service for all INTO customers and clients.
- Support Center based admissions/USPA colleagues to work flexibly across a range of teams according to variations in demand.
- Establish and maintain good working relationships with the partner universities, peers and colleagues at INTO partners and the Recruitment/Marketing teams.
- Work with the assigned manager to contribute towards the development of processes and systems within USPA and ensure that they are kept up to date.
- Responsible for promoting and safeguarding the welfare young adults.
- Ensure team members remain fully compliant with external requirements.
- Demonstrate proficiency of job duties and processes within the first 3 months of employment.
- Able to make critical sound decisions on application requirements.
- Engages with the day-to-day application advising work while working with the team as lead.
- To provide detailed and expert analysis on key trends, performance metrics and customer service enhancements to manager as requested.
- To work closely with colleagues in other areas of the organization - specifically with IT, Recruitment / Marketing – in order to monitor performance, address and deal with any weaknesses and ensure a consistent focus on continuous improvement of our service as requested by assigned manager.
- Occasional travel to assist INTO Centres with student applications and new arrivals and/or for professional training.
- Other duties as assigned

Location

This position is based at INTO North America's headquarters in San Diego, CA office.

Qualifications

Essential

- Bachelor's degree
- Experience of working in a busy department
- Experience of working in a customer focused environment
- Experience of developing, leading and managing high performing teams
- Experience in customer service focused environments – i.e. hotel, tourism, retail, call centers.
- Experience with international education or higher education.
- Experience working with international education agents.
- Knowledge of International Education and admissions processes
- Knowledge of International qualifications
- Ability to help others from diverse cultures who have various levels of English proficiency.



- Approachable, and can 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.
- Extremely high attention to detail and data accuracy.
- Computer and electronic communication literacy
- Knowledge of key Microsoft packages (Excel, Word, PowerPoint).
- Ability to communicate clearly and effectively to international students.
- The ability to prioritise, meet deadlines and work under pressure.
- Ability to work with clear systems and processes and produce the required management information.
- Committed and responsible for promoting and safeguarding the welfare of young adults.

Desirable

- 3 yrs. experience in an international student recruitment/admissions environment
- Experience studying abroad
- Previous experience of working in student admissions or student services
- Proficiency in a second language other than English
- Relevant linguistic skills (Japanese, Korean, Chinese, South American Spanish, Russian, Arabic)
- Able to implement and manage change in response to business needs.
- Thinks creatively to anticipate and solve problems.
- Strong cultural awareness gained through living or working overseas.
- Experience of Customer Relationship Management technologies and process, especially as they relate to student recruitment.

How to apply

To be considered for this position, please click the link below to submit your cover letter and resume.

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=295597&source=CC2&lang=en_US

Application Deadline: September 16, 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.