

Reporting to the Campus Director and under the supervision of the Executive Director of Admissions, the Admissions Advisor is responsible for promoting and educating prospective students on the Company's array of programs, complete enrolment and provide exemplary customer service.

RESPONSIBILITIES

The Admissions Advisor guides prospective students throughout the admissions process:

- Handling inquiry calls, emails, walk-ins and scheduling appointments
- Conducting admission interviews, and following up with prospective students
- Guiding and advising prospective students on admission requirements, application processes, Sprott Shaw College's curriculum, postsecondary education and career opportunities
- Utilizing and reviewing materials regularly such as program curriculum, information package and printed materials, Ministry guidelines, admission reports, and PTIB information to ensure that all information given is accurate
- Cooperating with the financial services office in tracking and assisting each new enrolment
- Collaborating with the academic department to ensure student retention
- Welcoming new students by introducing them to the Campus Director and staff members
- Maintaining contact/rapport with students to monitor their progress during their program; practices "open door policy"

Achieve agreed upon enrolment targets and outcomes:

- Carrying out daily activities to schedule face to face, phone and virtual appointment
- Coordinating enrolment effort with lead flow and established targets
- Analyzing lead quality and status reports
- Ensuring the admissions reports in Lead Center are up to date and accurate

Administrative Duties:

- Reviewing and analyzing transcripts as well as other official documents to determine admission status
- Administrating the student registration process and ensure that student files have complete documentation that comply with PTIB regulations
- Ensuring compliance with the Private Training Institutions Branch PTIB, Provincial and Federal Student Loans
- Abiding by the process outlined in Advisor Playbook
- Using Lead Center to maintain accurate notes of all communications and conversations
- Informing Campus Director of concerns, and situations that may results in program failure or attrition

Performs other duties as assigned.

- Participating in graduation functions
- Conducting and participating school/career day presentations and participate at trade shows as required
- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing

Provisos:

- Must have a reliable vehicle as some travel is required
- Must be able to work some evenings and weekends

QUALIFICATIONS AND EDUCATION

- Post-Secondary Education
- Minimum of one (1) year sales experience
- Related work experience in an administrative role
- Experience in an academic advising or post-secondary administration role is preferred

SKILLS

- Proficiency in Microsoft Office (Word, Excel) and CRM software
- Strong communication and interpersonal skills
- Excellent customer service skills
- Effective problem-solving and negotiation abilities
- Prioritization, time management, and organizational skills

COMPETENCIES

- Ability to quickly establish rapport and build relationships (phone and in-person)
- Results-driven with a proven track record in sales
- Highly motivated and target-oriented
- Strong work ethic with the ability to work independently without supervision
- Team-oriented mindset and collaboration

VALUES

Community | Diversity | Integrity | Quality | Respect | Results Oriented

<http://www.sprottshaw.com/about/were-hiring/>