

Wednesday, September 21, 2022

Admissions Coordinator, Operations

Company: The Juilliard School

Location: New York, NY

Compensation: Annual Salary: \$42,435

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The Juilliard School is committed to a policy of equal treatment and opportunity in every aspect of its relations with its faculty, staff, students, and other members of the Juilliard community, and does not discriminate on the basis of actual or perceived race, color, religion, creed, age, sex, national origin, alienage, ancestry, citizenship, sexual orientation or preference, gender identity, physical or mental disability, medical condition, predisposing genetic characteristics, marital status, partnership status, or any other basis prohibited by applicable local, state, or federal law. This nondiscrimination policy covers, but is not limited to, recruitment, hiring, training, benefits, rates of pay and other forms of compensation as well as student admission, access, and treatment in school programs and activities.

Overview:

This position is on site and in person. Typical days and hours are Monday through Friday, from 9am to 5pm. Hours may vary and overtime may be required during audition season. The Admissions Coordinator, Operations works closely with the Associate Director for Enrollment Management Technology and Data to support all operational aspects of the Admissions Office. This includes managing the student workers hired under Admissions (office work-study, tour guides, etc.), scheduling and maintaining the calendar of campus tours for prospective students, application material processing and interview scheduling, interacting with prospective applicants, and data entry. As a member of the Enrollment Management team, the Admissions Coordinator, Operations enthusiastically supports enrollment goals of talent, excellence, and diversity.

Responsibilities:

Office Operations

Possesses and shares expert knowledge of the school and its admissions processes, as well as the ability to warmly and concisely communicate this knowledge to others—including prospective students and their parents—through email, phone, and in-person conversations
Serves as the office gatekeeper—screening calls, messages, and visitors for the Admissions staff
Schedules regular campus tours and special or group tours
Schedules English Language interviews
Supports the Admissions Office during on-campus auditions, which may include overtime hours
Reviews admission applications as needed
Coordinates shipping of recruitment materials to college fairs, school visits, and special events
Coordinates distribution of office mail
Maintains office supplies and other office services
Maintains prospective student materials, including resources for visitors
Provides training to new employees on phone, front-desk procedures, and copier
Manages special messages to prospects, applicants, and parents (e.g., confirmation of school visits)
Provides support to the Associate Dean for Enrollment Management as requested
Provides support to other Admissions Office team members as needed, including data entry, mailings, and file management
Translates feedback into improvements in the admissions process

Student Worker Management

Hires, trains, schedules, and supervises general work-study students, including office workers, tour guides, ambassadors, bloggers, and special representatives
Supervises the day-to-day activities of the student workers while ensuring high-quality delivery on projects
Files work-study contracts with the Student Employment Manager; reviews and approves work-study timesheets for payroll; tracks and manages the work-study budget
Assists in logistical hiring process of student workers for auditions
The Admissions Coordinator, Operations, coordinates the student worker job application process for dance and music audition jobs, and files the contracts as noted in this section
The Admissions Coordinator, Operations, also approves music audition student workers' timesheets, verifying hours with the Admissions Coordinator, Music, and submitting the hours for payroll

Databases and Technology

Slate

Develops and maintains a high level of functionality in Slate
Processes digital and paper materials received by the office into the admissions database
Assists with data input as needed in the admissions database
Performs regular checks to ensure data integrity in the admissions database
Collaborates with the Associate Director for Enrollment Management Technology and Data to come up with new ways to optimize the use of Slate

Campus Solutions

Develops a working knowledge of the school's Student Information System

Additional Responsibilities

Is an active and committed partner to the Associate Dean in improving the function of the Office of Admissions
Is committed to awareness of the profession (admissions issues, recruitment strategies, best practices in higher education administration, etc.), participating in professional development activities when possible
Other duties as assigned

Qualifications and Skills:

Required:

Bachelor's degree
Background or high level of understanding in either Dance, Drama, or Music
Well-developed technical skills, including use of email, Word, spreadsheets, and databases, and openness to learning new technical skills, as needed
Excellent oral and written communication skills
Ability and eagerness to be a creative collaborator within the admissions team, contributing to team efforts and the successful accomplishment of Office goals
Ability and commitment to maintaining professionalism consistent with the values of Juilliard
Ability to perform multiple tasks with equanimity while under pressure in a highly visible role
Cultural competency; respect and ease working with all people
Understanding of and commitment to Equity, Diversity, Inclusion, and Belonging (EDIB) and the mission of The Juilliard School
Goal-oriented, self-motivated, requiring minimal supervision; able to plan and oversee assigned projects independently

Preferred:

Bachelor's degree or advanced study in Arts Administration, Dance, Drama or Music
One to two years' experience in higher education or performing arts administration
Affinity for marrying technology with customer service; desire for constant improvement
Experience with Technolutions Slate database
Self-motivated and hyper-organized, with the ability to manage responsibilities independently while working with a small, tight-knit, staff

The Juilliard School has an ongoing commitment to the principles and practices of diversity and inclusiveness throughout the community and strongly encourages applications from candidates who would enhance the diversity of the School's administration.

Please apply through this link: https://fa-eoqj-saasfaprod1.fa.ocs.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_1003/job/245/?utm_medium=jobshare

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