

---

Job Title	Admissions Coach
PVN ID	PS-2212-005254
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$65,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Apr 03, 2023 (Or Until Filled)

## General Description

---

### About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

The *Jump Back into College: A New Beginning for Stopped Out Youth* grant at CUNY School of Professional Studies was funded by the Heckscher Foundation for Children to support young people who were enrolled in CUNY between 2017 and 2021, but who have since stopped out, with GPAs under 2.5. CUNY SPS plans to leverage its successful *Jump Start* performance-based admissions process to provide stopped-out young people a fresh start through with high-quality online programming and support services, flexible degree programs, generous Credit for Prior Learning and transfer policies, and the services of a dedicated Admissions Coach.

The Admissions Coach will provide proactive and high-quality admissions recruitment and application support to prospective students seeking to enroll at CUNY SPS via our *Jump Start* Application, a performance-based application process for degree-seekers, regardless of their GPA. The Admissions Coach will work collaboratively with the Jump Start Navigator, Academic Affairs staff, and other stakeholders to increase new student enrollment for our academic programs, with a particular focus on those applying via the Jump Start application.

This is a one-year, grant-funded position.

## Other Duties

---

The successful candidate's duties include but are not limited to the following:

- Help to create and implement recruitment plans that will increase prospective student pipelines for the School and specifically for those who are a good fit to apply via the *Jump Start*. The plan should include recruitment activities, event participation, communications with prospective students, and networking opportunities for third parties who may be able to produce referrals.
- Help develop, monitor, and maintain a database of both general leads and from the CUNY Reconnect initiative, working with the Central office and various other stakeholders to engage in recruitment activities such as information sessions and converting these leads to applicants for SPS programs.
- Serve as a territory manager to initiate and maintain regular communication with prospective students via phone, email, text, and in-person to provide a high level of customer service and ensure a seamless transition for new entering students.
- Become familiar with CUNY SPS programs and related career opportunities to best communicate the value of our online degrees and reach student populations that will be the best fit for our programs.
- Represent the School at events, college fairs, and other recruitment activities; deliver engaging and articulate presentations to varied audience groups with strong public speaking skills.
- Prepare reports related to the history and progress of defined enrollment goals for target populations with a focus on *Jump Start*.
- Assist with daily operations including but not limited to transcript and document processing, electronic application review, and the timely and accurate maintenance of admissions records.
- Work independently but in collaboration with a high-functioning recruitment team and other faculty and staff to achieve the common goals of the CUNY SPS Office of Admissions to fulfill new student enrollment goals for the School.
- Performing other duties related to general admissions activities as assigned.

## Qualifications

---

Bachelor's Degree and one-year admissions and/or higher education-related experience required.

The preferred candidate will have:

- Experience working with nontraditional and transfer students
- Excellent communication, interpersonal, and organizational skills
- Ability to build rapport and maintain positive, professional relationships with students, staff, and faculty
- Evidence of proactive problem-solving and follow-up to resolve student issues
- Ability to maintain accurate and detailed applicant records
- Experience working with CRM systems; experience with Technolutions Slate a plus
- Familiarity with CUNYFirst and the aptitude to learn new systems as needed
- Flexibility to work event and weekend hours as needed
- Commitment to campus values of diversity, equity, and inclusion

**Note:**

- Candidates will be required to provide proof of being fully vaccinated against COVID-19 upon commencing employment. Exemption (medical or religious) requests to this requirement will be considered in accordance with applicable law. Being fully vaccinated is defined for this purpose as being at least two weeks past their final dose of an authorized COVID-19 vaccine regimen. Final candidates must be fully vaccinated as of their first day of employment.

*The Research Foundation of the City of New York & Diversity*

*As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.*

*Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.*