



UNIVERSITY of the SOUTHERN CARIBBEAN
Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals *for* the following position:

**DIVISION OF STUDENT SERVICES &
ENROLLMENT MANAGEMENT**

ADMISSIONS COUNSELLOR

JOB SUMMARY

The Admissions Counsellor is responsible for duties relating to the recruiting of students and the processing of applications for graduate and undergraduate programmes. A high level of customer service and communication expertise is required for this position. The position holder's responsibilities include attending college fairs, guiding high school and other prospective students on campus tours, communicating with students, preparing reports, answering prospective student inquiries and interviewing students based on their application status and qualifications. Counsellors also help students through the application process and ease transition into the University of the Southern Caribbean from high school. Additional responsibilities include client profile creation, preparation of letters, creation and management of applicants/new students' database. The job requires compliance with established policies and procedures of the Department and high level of confidentiality. The position holder fulfils a forty-hour workweek and may be required to work beyond the standard workweek hours and also work outside the normal work week occasionally. He or she reports to the Director of Admissions & Enrollment Management.

SCOPE OF ROLE

Recruiting, processing of applications, customer service, preparing documents, emails, data entry, and travel within and outside of Trinidad.

DUTIES AND RESPONSIBILITIES

- Recruits prospects for the University at fairs and other events as applicable.

- Coordinates with Academic Schools to plan and execute Open day and information sessions.
- Represents the University at Radio and Televisions appointments for the purpose of promoting awareness to the general public.
- Maintains info@usc.edutt, admissions@usc.edu.tt and apply@usc.edu.tt email accounts.
- Reviews prospective student applications for admissions.
- Researches and verifies the accuracy of information including qualification.
- Follows-up with students to verify any application issues, including discrepancies or missing documents.
- Creates students profile on “AEORION” Student Management System and maintains accurate student records.
- Prepares letters or emails as appropriate to the application status.
- Creates and manages EXCEL datasheet of applicants/new students.
- Assists in purging new student files to the Registry.
- Assists with processing Leads/Contracts received through advertising and recruitment efforts.
- Greets and assists customers visiting the office and provides general support; answers questions and attends to requests on the telephone or email.
- Coordinates applicant approval process with Academic Schools as needed.
- Works in teams on task as assigned.
- Performs other assigned duties commensurate with the position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- A Bachelor’s degree from an accredited institution.
- At least three (3) years professional experience (experience in a similar position would be consider an asset).
- Competency working with Student Management Systems and Microsoft applications including Word, Excel and Power point.
- Experience working in a team.

REQUIRED KNOWLEDGE SKILL AND ABILITIES

- The ability to work with minimal supervision, and initiate and work on projects independently.
- The capability of writing reports and other basic documents.
- The ability to communicate effectively with internal and external customers; excellent active listening, verbal and written communication and interpersonal skills.
- The ability to meet expected deadlines and schedules.
- The ability to deliver information effectively and persuasively.
- Excellent customer service skills.
- Strong planning and people reading skills.

OTHER REQUIREMENTS

- Critical thinking
- Highly organized
- Confidentiality, integrity, dependability, and conscientiousness
- Ability to multitask and stay organized
- Willingness to guide others and provide ongoing support as they make important decisions

- Appropriate and professional appearance and demeanor required
- Proven experience working with and speaking to young adults
- Willingness to travel and present information for recruitment purposes
- Ability to work extended hours during critical admissions seasons
- Commitment to the high moral, spiritual and ethical values of the Seventh-day Adventist Institution

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

**THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY of the SOUTHERN CARIBBEAN
P. O. BOX 175
PORT OF SPAIN
TRINIDAD**

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than August 02, 2022

The University wishes to thank all applicants for their interest; however, only short-listed applicants will be contacted.