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**Job Title:** Admissions Counselor/Senior Admissions Counselor

**Department:** Office of Admissions and Outreach

**Reports to:** Assistant Vice President, Admissions

## About Palo Alto University

Palo Alto University (PAU) is a private, non-profit educational institution accredited by the Western Association of Schools and Colleges. PAU is dedicated to education with an emphasis in the behavioral and social sciences; to promoting future innovators and leaders for the benefit of society; to generating knowledge through research and scholarship of the highest level; and to providing services to the community informed by science and scholarship. The institution currently is home to approximately 90 undergraduate students, and 1,200 masters and doctoral students. PAU is considered an industry leader in doctoral psychology education, and is home to several “all-star” psychology researchers and educators.

## About the Office of Admissions and Outreach

The Office of Admissions and Outreach manages a comprehensive outreach, recruitment and admissions program for all PAU degree programs, including the PhD, PsyD, MA in Counseling, MS in Psychology and two Bachelor’s degree-completion programs. Admissions and Outreach team members aim to be both professional and approachable, and maintain the highest standards for access, equity and transparency in all aspects of our work. The Office of Admissions and Outreach recognizes that students can take many paths to PAU, and seeks to recruit and enroll those students who would thrive in our programs, regardless of background.

## Job Summary

Under the direction of the Assistant Vice President for Admissions, Admissions Counselors/Senior Admissions Counselors have primary responsibility for engaging with, supporting, and encouraging prospective students through the admissions process. Admissions Counselors become subject matter experts in their assigned admissions focus areas (Doctoral, Masters or Undergraduate), and assist the University in meeting enrollment goals in an ethical manner focused on fit and student wellbeing. Admissions Counselors play a vital role in representing the University to prospective students, and are expected to be responsive, professional and warmly supportive. Admissions Counselors will assist in student recruitment, primarily during scheduled events, but the bulk of their time will be spent meeting with students (in-person or virtually) and processing inquiries and applications. The Admissions Counselors will also assist their peers during heavy times, so are expected to have a functional knowledge of the other programs and admissions processes. Admissions counselors will also assist faculty in providing initial evaluations of all application, and screen those best-qualified for interviews.

## Essential Functions

* Ensure the confidentiality of student records in compliance with the Family Educational Rights and Privacy Act (FERPA).
* Engage with regional and national professional organizations, as appropriate.
* Manage the inquiry and admissions processes EMP and PsyCAS.
* Provide excellent customer service, responding promptly to phone and email inquiries.
* Assist students, in a counseling capacity, to assess their fit for the institution and for the range of programs available
* Provide first reads for all completed applications, selecting students who will be invited to interview.
* Assist the team in admissions reporting and forecasting by providing insight into the pipeline.
* Under direction of the Assistant/Associate Director of Systems and Operation, manage all phases of the admissions process, including status updates and admissions decision notifications
* Ensure excellent quality control within the admissions process, including keeping careful notes regarding communications with, and about, students.
* Provide campus tours, as needed.
* Coordinate with Outreach team in staffing recruitment events, including webinars.
* Take ownership of yield efforts for the programs, including management of the New Student Website, emails by faculty and students, and any admitted student events.
* Participate in training and professional development.
* Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.
* Other duties as assigned

## Our Ideal Candidate

* We seek a unicorn! That magical person who is detailed oriented and organized, but also naturally friendly and empathetic.
* Is mature and poised, especially when interacting with prospective graduate students.
* Is great with follow up.
* Is a thoughtful communicator. Admissions Counselors must be careful to not make promises about admissions decisions, or imply guarantees.
* Is not a procrastinator. Assigned tasks can pile up quickly and need to be attended to daily.
* Can be helpfully persistent, without being annoying, while reaching out to students.
* Seeks to balance the needs of the University with those of the department and of prospective students. Understands this is not always possible.
* Sees students as the focal point of the admissions process, and enjoys building relationships one at a time.
* Understands that the CRM is a tool to make admissions processes more efficient, but is not a substitute for the personal touch.
* Asks for help when needed, but is comfortable attempting to problem solve first.
* Is eager to ask questions and learn.
* Understands the importance of quality control, and is very careful in official communications with students and in documenting interactions.
* Is comfortable working with faculty and campus leadership.
* Is comfortable with occasional ambiguity and the occasional need to be patient while solutions are explored or implemented.
* Seeks input from multiple perspectives before making proposals or decisions.
* Is passionate about higher education and sees the value of small colleges and universities.
* Is a consummate team player, willing to pitch-in when necessary.
* Is looking to grow professionally.
* Is personable, ethical and adaptable.

## Qualifications

* Bachelor’s degree.
* Strong time management and prioritization skills, as well as strong attention to detail.
* For Senior Admissions Counselors, at least two years’ experience in college or university admissions.
* Comfort with technology.
* Strong communication skills, especially in counseling and advising.
* Qualified individuals should be able to articulate a strong commitment to diversity, and have the ability to work effectively with individuals from different backgrounds.

## Preferred Qualifications

* Master’s or terminal degree, especially for those working with graduate students.
* Experience with an admissions CRM.
* Familiarity with smaller colleges and universities, and experience with graduate programs.
* For hiring at the Senior Admissions Counselor level, experience working with prospective students and with admissions events.

## Hiring Information

The successful candidate may be hired at either the Admissions Counselor or Senior Admissions Counselor level, depending on experience and qualifications. Senior Admissions Counselors will likely have responsibility for direct supervision of student assistants.

After a successful probationary period, this role will likely allow for regular remote/telecommuting hours. This person in this role will need to be on the Palo Alto campus regularly, however, so an entirely remote position is not possible. During telecommuting days, staff are expected to be available for Zoom meetings between regular working hours.

This full-time, 40-hour per week position will be based in Palo Alto. Review of applications will begin immediately and continue until position is filled.

Interested candidates should submit a letter of interest and resume [online](https://paloaltou.co1.qualtrics.com/jfe/form/SV_1KSYpzvF7G70qoJ). Applications will only be accepted online.

*PAU is an equal opportunity employer/Affirmative Action Employer and actively works to enhance its diversity.*