



LITERACY ACTION

Admissions Coordinator

Location:	Literacy Action Office, Peachtree Center
Reports to:	Program Manager
Direct Reports:	N/A
Classification:	Full-time
FLSA Status:	Exempt
Benefits:	Health/Dental/Vision benefits, 401K plus 15 PTO and one week paid holiday (Christmas Eve - January 1)
Apply At:	https://literacyaction.bamboohr.com/jobs/view.php?id=27
Website:	www.literacyaction.org

Overview of Organization:

Literacy Action is a non-profit organization that offers Adults basic education at several levels of reading, writing, mathematics, and GED preparatory classes. In addition to the basic adult education, we offer English as a second language (ESL), Academic Affairs, Digital literacy, Workforce Literacy, Family Literacy, Citizenship, and Research.

Job Summary:

The Admissions Coordinator oversees and manages the organization's student enrollment process for new and returning participants. The primary role of the Admissions Coordinator is to manage student assessments, student intake, student registration, and all corresponding calendars. This position also oversees the state of Georgia's Adult Learners Information System (GALIS) and the organization's student record database to ensure reliable data collection can be used to support the organization's mission and funding strategy.

The successful candidate will be able to:

- Be a confident, skilled professional.
- Collaborate closely with the Grants & Outcome Manager.
- Provide consistent and accurate data.
- Create a welcoming environment for new and existing students.
- Work with minimal supervision.
- Be active in a collaborative leadership environment.
- Have fortitude and take unpopular stances when necessary for successful outcomes.

Essential Duties & Responsibilities:

- Manages the organization's student enrollment process, including registration, pre- and post-assessment, student intake, and student registration.
- Collect necessary documents and filing.
- Manages data entry for students in GALIS and in Salesforce, including student intake, data entry, assessments, attendance, and notes.
- Maintains continuous flow of quality applicants in the Adult basic education program.

- Develops organizational strategies for admissions by contributing information, analysis, and recommendations.
- Establishes functional objectives in line with organizational objectives.
- Establishes admissions operational strategies by evaluating trends; critical measurements that determine production, productivity, quality, and customer-service strategies.
- Designs and develop systems, accumulates resources, resolves problems, and implements change.
- Manages student communication and needs with class schedules, re-enrollment, attendance.
- Manages all test proctoring, including schedules, locations, and requirements.
- Creates and distributes a holistic assessment schedule that incorporates pre-and post-testing that aligns with the programs and organization's calendar.
- Manages student assessments, including administering, tracking, and data collection.
- Manages the distribution of all assessment test results, as well as data trend analysis to support program growth and adaptability.
- Stays informed of testing strategies in adult education, including changes to testing booklets, scoring, proctoring requirements, and implementation of technology-based testing tools.
- Works with the Program Director to address student academic concerns.
- Works closely with the Education Director to ensure programs success.
- Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, participating in professional organizations.
- Maintains admission guidelines by writing, updating, and recommending changes to admission criteria, policies, and procedures.
- Markets programs and facilities by preparing and providing informational brochures, writing, and placing advertisements, answering questions, and conducting tours.
- Obtains applicant information by requesting completed applications and information, verifying, and clarifying information, interviewing clients explaining admission criteria.
- Screens clients by comparing clients to admission criteria, evaluating, and accepting or rejecting clients, referring clients to other programs and institutions.
- Completes admission and responsibility forms, coordinates, and arranges physical, social, emotional, and support service requirements, including transportation.
- Resolves client's dissatisfactions by investigating concerns recommending changes in service policies and procedures.
- Prepares admissions reports by collecting, analyzing, and summarizing data and trends.
- Keeps clients safe by following safety policies, procedures, and regulations.
- Protects the organization's reputation by keeping information confidential.
- Keeps equipment operating by following operating instructions calling for repairs.
- Enhances the organization's reputation by accepting ownership for accomplishing new and different requests, exploring opportunities to add value to job accomplishments.
- All other duties assigned.

EXPERIENCE, EDUCATION, AND CERTIFICATION(S):

- Bachelor's degree in education, business administration, or closely related field. Master's degree preferred
- 2+ years of teaching or instructional delivery experience in an educational setting. Adult Basic Education (ABE), English Speakers of Other Languages (ESOL), or General Education Development (GED), preferred.
- 2+ years of experience in a community-facing organization – non-profit experience preferred.
- Demonstrated experience identifying and implementing new processes, best practices, and innovating to enhance program effectiveness and growth.
- Must have advanced experience with Microsoft Excel, SharePoint, and Salesforce; experience with Survey Monkey, GALIS and/or Microsoft Power BI is a plus.

KNOWLEDGE AND SKILLS:

- Ability to quickly build trust across various stakeholder groups (e.g., partners, trustees, volunteers, staff, and students).
- Communication skills that create a positive impact and engagement (written, verbal, and presentations).
- Ability to develop and implement recommendations and plans to achieve organization, program, and partnership goals.
- Project management and execution skills with the ability to effectively manage multiple projects and priorities.
- Decision-making skills that drive organizational success.
- Driven to continuously identify opportunities to improve the organization's effectiveness.