Position Title: Admissions Officer
Job Bulletin Number: 103294
Classification: Student Services Professional IV
Department: Admissions
Full/Part-time: Full-time
Employment Type: Probationary/Permanent
Bargaining Unit: 4, APC
Pay Plan: 12 month
Benefits: Premium benefit package includes outstanding health, dental and vision plans; life and disability insurances; pension (CalPERS); tuition fee waiver; and 14 paid holidays per year. See our [benefits website](#) for additional information.
Pre-Employment Conditions: Background and DMV records check
Closing Date: Open until filled. A review of applications will begin Monday, September 6, 2021 and the review period may end at any time thereafter.

**POSITION SUMMARY:** The Admission Office provides comprehensive services to prospective students, staff, faculty, and the members of the community-at-large who are seeking information or services from the University relative to outreach, recruitment and pre-admission advising. This position carries out a full range of activities within these functional areas. Under the general supervision of the Director of Admission, this position specializes in using electronic tools to generate, cultivate, advise, convert, and yield prospective students. Duties will include the following: conduct pre-admission advising appointments; staff on and off-campus events; conduct advising and promotional visits to high schools and community colleges; staff college fairs; conduct informational presentations on Cal Maritime, the CSU system, and admissions; provide follow-up communication to prospective students; build positive relationships with prospective students, their families, and high school & community college counselors.
This Admissions Officer position is a regular, 12-month position. This position will be responsible for engaging virtually and in-person with prospective and incoming students, high school teachers and counselors and transfer school personnel using various channels. Engagement is accomplished using various channels and modalities. Some travel may be required to support off-campus recruitment and admission events.

HOW TO APPLY: Interested parties should submit the Cal Maritime Employment Application, a cover letter and resume. Apply on-line at http://www.csum.edu/web/hr/careers.

ABOUT THE CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY:
Established in 1929, California State University Maritime Academy, a campus of the California State University, is the only degree-granting maritime academy on the West Coast. Located on a scenic waterfront site in Vallejo, the campus serves a student population of approximately 1100 undergraduates and 50 graduate students. The campus currently offers undergraduate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A master’s degree in Transportation and Engineering Management is offered as well as a number of extended learning programs and courses.

MAJOR RESPONSIBILITIES:
Generate, cultivate, convert, and yield prospective students by providing outreach and recruitment services
- Understand and keep current knowledge of CSU and Cal Maritime-specific undergraduate admission requirements and eligibility; Understand and communicate Cal Maritime marketing messages
- Regularly reference, retain, recall, and apply CSU and Cal Maritime recruitment & admissions policies & procedures and deadlines
- Assist the Director in the creation of promotional materials, in collaboration with Public Affairs
- Recommend and implement innovative and effective methods to build relationships with prospective students and their families, high school counselors and teachers, community college counselors and other agency partners
- Maintain accurate and current contact information of high school counselor and teachers, transfer center coordinators and other agency partners
- Develop, plan and delivery of on-campus recruitment events, i.e., Preview Day, Admitted Student Day, campus tours)
- Participate in campus-wide initiatives relating to onboarding first time and transfer students including establishing transfer course equivalencies.
- Coordinate the review of applications of students who have been denied admission and have submitted an appeal

Serve as Lead to Admission Counselors and Student Assistants
- Provide work direction and monitor work
- Provide guidance on the more complex prospective student challenges.
- Train and orient new hires
- Provide input to employee selection
- Provide input to employee performance evaluations
- Represent Cal Maritime at CSU system-wide meetings on matters related to enrollment management as-needed
- Train and supervise student employees serving as tour guides and performing other recruitment-related tasks
- Ensure that the pre-admission/recruitment and admission slide presentations about the Academy and admission process to prospective and current applicants attending campus tours reflect Cal Maritime mission, values and programs, in the most positive light

Provide high quality client service and respond to inquiries in a timely manner.
- Follow up with applicants via email, telephone, text messages (on an approval basis), and mail to ensure completion of the admission application process
- Communicate benefits of a Cal Maritime education, student success, services and relevant initiatives
• Deliver exceptional & courteous service when answering inquiries from the audience
• Actively problem-solve and use independent judgment in dealing with the public
• Responsible for developing and implementing quality and effectiveness assessment tools of campus tours and presentations to prospective students. Analyze and provide assessment results on an annual basis.

Conduct virtual or in-person recruitment presentations for students and parents in high schools and community colleges, as assigned.
• Complete visits to high schools and community colleges, conduct pre-admission advising appointments, as needed
• Conduct follow-up communication by phone and email with prospects and applicants under the direction of the Director
• Provide accurate, ethical, and quality pre-admission and initial financial aid advising
• File quarterly reports with the Director on recruitment activities using a standard reporting form.
• Track and report on visits, counseling appointments, events, and other activities
• Represent Cal Maritime in a professional manner, including professional dress and a positive attitude
• Follow through in a timely manner on all requests for information/assistance

Perform other duties and special projects as assigned
• Maintain current professional documentation of work processes
• Special projects or unanticipated needs may result in other duties being assigned
• Provide training opportunities to incoming incumbent for progression planning
• Participate in ongoing comprehensive cross-training efforts within Division of Academic Affairs
• Collaborate with other campus units to effectively accomplish goals and achieve highest possible stated outcomes

REQUIRED QUALIFICATIONS:
Experience: Possession of these knowledge and abilities is typically demonstrated through the equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems. A master’s degree in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career counseling.

Education: Equivalent to graduation from a four-year college or university in a related field plus upper division or graduate course work in counseling techniques, interviewing and conflict resolution where such are job related.
• Thorough knowledge of the policies, procedures and practices of enrollment management
• General knowledge of the policies, practices and activities of Student Services programs outside the program to which immediately assigned
• General knowledge of the principles, problems and methods of public administration, including organizational, personnel and fiscal management
• General knowledge of advanced statistical and research methods
• Ability to carry out very complex assignments without detailed instructions
• Ability to advise students individually or in groups on varied and complex matters
• Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature
• Ability to reason logically and analyze and solve organizational and operating problems of one or several program areas
• Ability to plan, coordinate and initiate actions necessary to implement administrative or group decisions or recommendations
• Ability to analyze and define complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action
• Ability to understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served
• Ability to establish and maintain effective, cooperative and harmonious working relationships in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view
• Must have a valid California Driver’s License, insurable driving record, and access to a personal vehicle to perform duties of the position

PREFERRED QUALIFICATIONS:
• First-hand knowledge of Cal Maritime’s educational experience preferred
• Ability and willingness to work with diverse populations
• Ability to learn and use various technologies, including PeopleSoft, a relationship management system, web content system, virtual meeting platforms, and MS Office applications

SPECIAL CONDITIONS:

**PHYSICAL, MENTAL and ENVIRONMENTAL CONDITIONS:** Involves mainly sitting with up to 25% of the activities involving regular standing or walking; involves lifting of medium weight objects limited to 25 pounds.

• **HOURS of WORK/TRAVEL:** Must accommodate a flexible work schedule that sometimes includes evenings, weekends, and overnight trips.

BACKGROUND CHECK: Satisfactory completion of a background check (including a criminal records check) and DMV records check is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current CSU employee who was conditionally offered the position.

MANDATED REPORTER: The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 revised July 21, 2017 as a condition of employment.

DESIGNATED POSITION: This position is a “designated position” in the California State University’s Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

ELIGIBILITY TO WORK: Applicants must provide proof of U.S. citizenship or authorization to work in the United States within three days of the date of hire.

TITLE IX: Please view the Notice of Non-Discrimination on the Basis of Gender or Sex and Contact Information for Title IX Coordinator at: [https://www2.calstate.edu/titleix](https://www2.calstate.edu/titleix)

EEO STATEMENT: Cal Maritime is an Equal Opportunity, Affirmative Action Employer. The university subscribes to all state and federal regulations and prohibits discrimination based on race, color, religion, national origin, sex, gender identity/gender expression, sexual orientation, marital status, pregnancy, age, disability, genetic information, medical condition, covered veteran status, or any other protected status. Reasonable Accommodations will be provided to applicants with qualifying disabilities who self-disclose by contacting the Benefits Coordinator at (707) 654-1146.