PONCE HEALTH SCIENCES UNIVERSITY

Job Title: **Admissions Officer**
Classification: **Exempt**
Reports to: **Assistant Dean of Enrollment Management**

SUMMARY/OBJECTIVE: The purpose of the Admissions Officer is to audit candidate files, receive official documents for evaluation purposes, recruit and communicate with potential and new students from a variety of venues, evaluate and address potential applicants and their needs to select and provide proper candidates for enrollment. Entry level role with some experience required. Supports the Enrollment Management department scheduling tours, interviews, student services, participation in different events in and out of Tortola, BVI and advice in the admissions process.

Reporting to the Assistant Dean of Enrollment Management, this position analyzes and prepares applicant file for the committees, conducts conferences to high schools/university students, also informs the public concerning PHSU academic offerings for our British Virgin Islands campus. This position requires office presence in Ponce, Puerto Rico as well as occasional travel to BVI and possibly other campuses during key enrollment periods based on business needs.

The Admissions Officer plays a key role in supporting the recruitment, admissions, enrollment, and matriculation of students at Ponce Health Sciences University – British Virgin Islands (PHSU-BVI). Reporting to the Assistant Dean of Enrollment Management & Admissions, this position is responsible for managing an assigned portfolio of prospective students **through the entire enrollment lifecycle, from initial lead and inquiry through application, acceptance, deposit, onboarding, and matriculation**.

Each Admissions Officer will be assigned a designated group of prospective students, potentially organized alphabetically by last name or through another predetermined distribution method. The Admissions Officer will serve as the **primary point of contact for their assigned students**, providing consistent, personalized communication, guidance, and follow-up throughout the admissions and enrollment process. This approach promotes continuity, accountability, relationship-building, and improved student conversion and retention.

Responsibilities include recruiting and advising prospective students, reviewing and auditing application files, collecting and verifying required documentation, preparing applicant files for Admissions Committee review, coordinating interviews, and assisting accepted students with enrollment requirements and matriculation milestones. The Admissions Officer will proactively monitor student progress, identify barriers to enrollment, and collaborate with appropriate departments to facilitate a smooth transition into the University.

The position also supports recruitment initiatives, campus tours, information sessions, school and university presentations, and other outreach activities designed to promote PHSU-BVI's academic programs and enrollment opportunities.

This is an entry-level professional position requiring relevant experience, strong organizational and communication skills, and a student-centered approach to enrollment management.
The position is based in **Ponce, Puerto Rico**, with an expected on-site presence and occasional travel to the British Virgin Islands and other PHSU campuses or recruitment locations during key enrollment periods, based on institutional needs.

PRINCIPLE DUTIES/RESPONSIBILITIES:

- Contact incoming inquiries in a timely manner for potential admissions into graduate programs.
- Verify and review applications and pre-qualify candidates to be interviewed and evaluated by the Admissions Committees.
- Data entry of documents and information received from candidates into the SIS for reporting purposes.
- Audit pre-requisites and documentation for file completion through multiple software systems.
- Strategically communicate with candidates in a complaint manner about admissions processes, acceptance protocols, PHSU policies, and other pertinent information.
- Make outbound calls up to 100 per day.
- Participate in recruitment fairs, campus tours, open houses, webinars, conventions and all PHSU admissions activities including Orientation
- Analyze and prepare monthly and quarterly enrollment and matriculation reports for Dean of Enrollment Management and Student Success.
- Complete processing of new enrollment files within 30 days of each start date.
- Support admissions teams with calls and call blocks as needed.
- Enter student applications into the Jenzabar system as they are received.
- Attend campus sponsored events virtually and in person as needed.
- Available to work evenings and weekends as needed for business purposes.
- Other duties as assigned.

COMPETENCIES:

To perform the job successfully, an individual must be dependable and have excellent inter-personal and communication skills and the ability to interact effectively with prospective students, faculty, and staff. Demonstrated ability to meet and/or exceed determined goals and objectives and priority setting skills. Excellent written, verbal communication and customer service skills. Time management and the ability to meet deadlines and multi-task are required. Able to work after hours and weekends when necessary.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Listed below are the knowledge, skills, and/or abilities required for this position, as well as the Physical Demands and Work Environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum of a Bachelor's degree. Master's Degree is preferred. One (1) year of related experience in a high-traffic higher education/university office environment. Graduate health care admissions preferred.

Computer Skills: To perform this job successfully, an individual should have general knowledge of computers including Microsoft Office Applications such as Word, PowerPoint, Outlook, and Excel. Experience with virtual meeting platforms such as Zoom, and MSFT Teams. Knowledge in Jenzabar, WebAdmit, OnBase, JRM, Element451, and other CRM systems strongly recommended.

Certificates, Licenses, Registrations: Certifications in administrative proficiencies appreciated.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and to use hands to type on computer, operate office equipment and handle books, files, documents, etc. Must be able to talk and hear to answer phones and when assisting others. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, and to stoop or kneel. The employee must occasionally lift objects weighing from 10 – 30 pounds and possibly up to 50 pounds. Close vision needed to use computer. Must have distance vision and depth perception for safety purposes.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment in this position is characteristic of a normal office environment. The noise level in the work environment is usually mild to moderate. At times, the position requirements will require the ability to produce results in a fast-paced environment. Independence and autonomy with little direct supervision is required. Professional mannerisms are expected as a representative of the university. This position requires leadership and the ability to accept performance feedback.

NOTE: This job description in no way states or implies that these are the only duties to be performed the employee will be required to follow any other instructions and to perform any

other duties requested by his or her supervisor. An employee is expected to assist and provide coverage for coworkers during peak periods, vacation days or sick days.

Interested qualified candidates must send current resume to njames@psm.edu and/or jobs@psm.edu or mail to:

Human Resources Department
Ponce Health Sciences University School of Medicine
PO Box 7004
Ponce, PR 00732-7004

Ponce Health Sciences University (PHSU), as an educational institution and as an employer, values equality of opportunity, human dignity, and racial/ethnic and cultural diversity. Accordingly, the University prohibits and will not engage in discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, political affiliation, disability, or veteran status.