

**Algonquin College – Kuwait (AC-Kuwait)  
Position Summary**

**Position: Student Admissions Officer**

**Department: Registration and Student Affairs**  
**Direct Manager: Admissions Manager**

**POSITION SUMMARY**

Under the supervision of the Director, Student Affairs and reporting to Student Admissions Manager, the Student Admissions Officer (SAO) contributes to, supports and implements the planning, development and implementation of strategies regarding student recruitment. The Student Admissions Officer will also be involved in conducting off-campus field visitations as well as on-campus tours.

The Officer will visit high schools and give College Admissions presentations, distribute, and present promotional materials, discuss campus information with counsellors, parents and students and collect relevant information concerning visits performed.

The Student Admissions Officer will have extensive contact with high school officials, students and college personnel.

**The SAO**

- Represents the College during school visits, open days, campus tours, student recruitment workshops, fairs, events and prospective students counseling in different on and off campus settings.
- Attends to all sorts of inquiry via telephone, e-mail and fax by providing information about the college and courses taught to students and parents.
- Responds to queries from walk-ins, emails and/or phone calls and during outreach and recruitment activities.
- Open manual files to the newly admitted students.
- Implements communication plans, databases and procedure manuals, ensuring compliance, maintenance and consistency in each area of operations.
- Compiles reports regarding student recruitment programs as requested and reports on school visits and open days.
- Helps in organizing recruitment activities of the office and related logistics, such as students' handbooks, presentations, room bookings and other related tasks.
- Provides event management support to both on and off-campus recruitment events which involve the community, and provides support as required in developing the marketing plan of the event.
- Helps in the application process for the College Programs by undertaking the initial screening of applications as well as maintaining an accurate database and records of communication.
- Performs other duties as assigned.

**Education:**

- Required:
  - Diploma or Bachelor Degree
- Preferred:
  - Specific training in Customer Service
  - Specific training in Team Leading

**Experience**

- Required:
  - Minimum 2 years' relevant work experience in customer service
- Preferred
  - Minimum 2 years' Student Admissions Officer position experience

**Knowledge, Skill & Abilities**

- **Required**
  - Strong presentation skills.
  - Professional communication skills
  - Very good proficiency in MS suite of products including Word, Excel and Powerpoint.
  - Ability to learn operating on the College SIS as well as other office equipments.
  - Advanced understanding of higher education institutions requirements.
  - Advanced understanding of Ministry of Education basic policies.
  - Fluent in both English and Arabic; written and verbal.
  - Outgoing and ambitious individual with a strong desire to work with and assist young students.
  - Possess highly customer-focused nature and be target-oriented with multi-tasking abilities.
  - Remarkable interpersonal skills with a highly professional behaviour.
  - Ability to work independently as well as a member of a team.
  - Demonstrate time flexibility as the position will require occasional extended or weekend hours of work, in particular during peak recruitment periods.
  - Maintain confidentiality for all academic, financial, social and personal student records.
  
- **Preferred**
  - Experience in a higher education environment is an asset as is knowledge of higher education curriculums, programs areas, campus life and activities and scholarship programs.
  - Time management
  - Operating a computer and other office