

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Admissions Lead Worker
Admissions
Regular Full-Time Position
Position Number 801000**

General Description

The Admissions Lead Worker reports to the Office Supervisor and is responsible for recruitment support, the delivery of customer service to both on- and off-campus constituencies and various budget-related activities.

Primary Duties and Responsibilities

- Train and assist new Admissions employees in learning elements of their positions and in learning all aspects of recruitment support.
- Provide high-quality customer services to prospective students and others visiting, calling or emailing the Office of Admissions.
- Maintain statistics for all incoming inquiries for information, applications for admission, mailings, campus tours, etc.; compile weekly, monthly and annual reports.
- Answer a high volume of incoming telephone calls, disseminate information, take messages and/or direct calls.
- Maintain the quality of admissions prospect and recruitment support information, including the processing of Prospect Information Cards into the Banner prospect database; manipulate database information extraction as needed.
- Initiate, maintain and coordinate master calendar of activities for staff.
- Conduct and/or prepare various budget-related activities to include the preparation of purchase requisitions, purchase orders and budget transfers.
- Coordinate and complete miscellaneous mailings.
- Assist with the production of marketing surveys, reports and statistical analysis.
- Review and sort all incoming mail by category.
- Provide general clerical and word processing support for the Director as assigned.
- Prepare timesheets for student employees; train, supervise, monitor their work.
- Assist with scheduling campus tours, to include scheduling visit dates and times, scheduling appointments with other campus offices, processing paperwork, greeting visiting students and families, working with Gov's Ambassadors and organizing special and group tours.
- Act in a supporting capacity for all recruitment support activities to include front-line telephone, email, mailing and reception activities when necessary.
- Act in a supporting capacity for all application processing activities to include creation of application files, tracking and filing of received application materials, data entry of application information and answering of application inquiries as necessary.
- Seek out and initiate methods of conducting duties and responsibilities to produce greater efficiency.
- Participate in and assist with the coordination of special events to include Main Campus and Fort Campbell registrations, AP Day, Summer Welcome and other special recruitment events.
- Serve on University and TBR task forces and committees as assigned.
- Drive prospective students and/or current students for campus tours and other University events as required.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to effectively supervise personnel and complete all associated personnel actions in a timely and accurate manner.
- Ability to properly manage University monies and conduct various budget-related activities.
- Ability to work independently.
- Ability to coordinate campus tour training, publication of brochures, and other special projects.
- Ability to accurately prepare and process records and reports.
- Ability to work evening or extended hours as necessary.

Required Minimum Qualifications

- High school graduate or equivalent.
- Personal computer experience.
- Keyboarding exam and score of 50 wpm.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- Previous experience using Microsoft Office Suite.

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