



The University of Texas at San Antonio™

Job Description

Job Title:	Undergraduate Admissions Counselor II	Job Family:	Student Services
Type:	Classified – Exempt	Job Code:	13614
Department:	Undergraduate Admissions/Division of Student Affairs	Salary Grade:	59
Reports to:	Senior Undergraduate Admissions Counselor	Created/Revised:	09/2022
Work Modality:	On Campus		

This position is part of a market adjustment implemented in Spring 2022. New hires salary offers should at least be at the minimum salary established for this position based on the market adjustment. Please contact Compensation at compensation@utsa.edu with any questions.

Job Summary

Identifies, recruits, and contributes to increasing the population of admitted and enrolled students and/or responsible for program development and implementation.

Core Responsibilities

1. Recruits new freshmen and/or transfer students to UTSA and assists with recruiting plans, retention programs and/or UTSA Admissions events both on and off campus. Serves as a mentor to new Admissions staff.
2. Serves as a mentor to new admissions counselors, coordinates some travel schedules and assignments and assists with recruiting plans, retention programs, UTSA admissions events both on and off campus and occasional training.
3. Travels to high schools, colleges, and other learning institutions to recruit prospective students.
4. Manages an assigned geographic territory including high schools, some colleges, and other areas across the state.
5. Responsible for counseling and outreach to students and parents on the admission requirements and procedures, and works directly with them to resolve extenuating circumstances, complaints and appeals.
6. Coordinates with high school counselors to facilitate the application process.
7. Manages data, prospects, applicants, and recruitment territories through the customer relations management (CRM) system to enhance student relationships, communication timelines and to connect students with other areas of the university.
8. Implements recruitment activities such as application workshops, information sessions and other recruitment projects.
9. Assists with recruiting and outreach of other programs such as UTSA Top Scholar, Honors College, and special retention programs.
10. Cultivates working relationships with university colleges, departments, counselors, and advisors to enhance customer service and satisfaction as well as establish community contacts.
11. Represents Undergraduate Admissions and Recruitment in a public-speaking capacity both on and off campus and maintain records of these activities in the CRM.
12. Conducts Financial Aid Information and Outreach presentations.
13. Assists with the committee review reading process.
14. Maintains a high level of working knowledge of university information, organization, opportunities, and policies.

15. Reports statistical data on programs, projects, Salesforce cases and travel activities.
 16. Participates in committees on campus.
 17. Represents Senior Counselor, Assistant Director or Associate Director in campus activities when needed.
 18. Participates in strategic planning, assessment and recruitment planning for the department.
 19. Promote a culture of safety and environmental protection by working in a safe manner; immediately reporting unsafe situations, spills, and accidents; following University safety plans/procedures/protocols; and participating in appropriate safety training.
 20. Demonstrates UTSA core values: Integrity, Excellence, Inclusiveness, Respect, Collaboration, and Innovation.
 21. Performs other duties as assigned.
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Minimum Requirements

Education/Certifications

- Bachelor's Degree from an accredited institution.

Experience

- Two years of full-time equivalent experience in admissions, recruiting, advising, or related enrollment and/or student service experience.
 - Master's Degree can substitute for one year of experience.
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Knowledge Skills & Abilities

- Demonstrated organizational, written, and verbal communication skills.
 - Excellent interpersonal skills
 - Organizational skills
 - Ability to multi-task
 - Work cooperatively with others.
 - Personal computer and standard office equipment, Zoom, WebEx and other video communication tools.
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Core Competencies

*Instructions: Select the appropriate Competency section below based on position. **Options:** Individual Contributor (IC), People Leader (PL), or Executive (Exec). Delete this instructions paragraph, Competency header (IC, PL, or Exec), and other Competency sections not applicable to position.*

Individual Contributor:

Customer Focus, Dealing with Ambiguity, Functional and Technical Skills, Action Oriented, Self-Development

Working Conditions

Working Environment:

- Office Environment.
 - Evening and weekend hours will be frequent.
 - Extensive travel required with personal car and/or company car.
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Physical Demands:

- Describe any Physical Demands of the Position