

MIT Job Description

Job Title: Admissions Officer 3	Position Title: Admissions Advisor, Executive Degree Programs
Reports to: Associate Director Admissions	% Effort or Wkly Hrs: 100%
Department: MIT Executive Degree Programs	Grade 7

Position Overview:

The Executive Degree Programs Admissions Advisor, in partnership with the Admissions Team, will lead MIT Sloan's world-class Executive MBA (EMBA) admissions process with the goal of yielding a top-quality class of 126 students annually out of approximately 7,500 leads, 1,700 contacts, and 400 applicants each year. They will develop and implement processes for recruiting and guiding a diverse set of candidates through the admissions funnel, acting as a first point of contact with MIT and conducting screening phone calls to evaluate candidates, contributing insights and expertise on the process. This role will aid in driving the yield and conversation strategy and will support the successful execution of on-and-off campus admissions events. They will develop continuous improvement metrics, both in quality and efficiency of functions and services provided.

As a key member of the EMBA Admissions Steering committee, the Executive Degree Programs, Admissions Advisor will contribute to the strategic work of the Program by developing innovative solutions and implementing improvements to challenging admissions and yield processes, working towards identifying, recruiting, and accepting a diverse group of students for the MIT EMBA Program, ensuring an open and inclusive experience for all prospects, applicants, and admitted students.

On select program delivery days/evenings, they will provide customer service and logistical support to students and visitors. They contribute to customer satisfaction by ensuring that EMBA policies, procedures, and standards are upheld. Role eligible for hybrid schedule that aligns with area guidelines.

Principal Duties and Responsibilities (Essential Functions):** (100%)

Initial Screening Calls (40%)

- Conduct approximately half of the pool of applicant screening calls with executive level candidates to learn about their qualifications and educate them about the MIT EMBA Program.
 - Reach out registered prospective candidates on a timely basis, including follow-up as admissions deadlines approach
- Evaluate candidates using MIT EMBA admissions methodology and suggest appropriate next steps that will encourage or discourage applying.
 - Document all leads/contacts in Salesforce
- Cultivate relationships with high potential prospects, serving as a point of contact throughout the admissions and onboarding process.
- Offer guidance, training, and regular calibration to Admissions Advisors and members of the Admissions Committee.
- Provide recommendations on candidates via call assessments, advising the Assistant Dean & Associate Director, Admissions on interview invitations.

Communication and Yield Efforts (20%)

- Oversee the relationship with ~2,000 contacts, ~400 applicants, and ~900 recommenders.
 - Counseling and resolving complex issues
- Develop programs optimizing recruitment and yield efforts to encourage admitted students to enroll in the program.
- Manages workflow processes of direct candidate communication
 - Collaborates with Marketing and Communications to develop appropriate messaging
 - Follow-up on inquiries from main message line related to program inquiries.
- Analyzes trends and develops recommendations for improvements in prospect management and student yield
 - Explain and clarify complex information to reach timely decisions.

Recruitment Events and Presentations (15%)

- Participate in the design and development of EMBA webinars, information sessions, and preview workshops. Serves as a point of contact for panelists and faculty.
- Represents and presents on the EMBA Program through online webinars and in-person presentations. Includes management of information slides, moderating panels, and answering Q&A. (Approximately 20 evening events).
 - Travel as required for on-the-road sessions between the months of October and April. (2-4 trips per year)
- Attend monthly Recruitment Meetings to provide insight on existing processes while helping to establish new ones.

General Admissions (15%)

- Actively involved in all stages of the admissions process, including recruiting, candidate selection, and onboarding.
- Develops evaluative information processes in both CRM and application systems (Salesforce and Slate). Develops improvements related to the operation of systems within the admissions team.
- As a member of the EMBA Admissions Steering Committee, collaboratively sets the strategic direction for EMBA admissions, identifies issues, makes recommendations for improvements, mentors and communicates direction to wider team.
- Independently compiles and analyzes data for monitoring, calibration, and quality. Presents and shares data and visual representations.
- Acts as a member of the MIT EMBA Admissions Committee, attending approximately 6 days of decision meetings per year, and executes the Decision Release processes with the admissions team after each meeting.
- Lead Waitlist management in order to achieve enrollment targets, ensuring matriculation of a full class and meeting enrollment goals.

Program Delivery Support (10%)

- On program delivery days (including approximately ~20 Saturdays and 2 Sundays/year), delivers customer service and logistical support to faculty, students, and visitors.

Other duties as assigned or required.

Supervision Received: Minimal supervision is provided by Executive Degree Programs, Associate Director, Admissions. This position required the ability to make sound judgements, communicate effectively, and work independently.

Supervision Exercised: NA

Qualifications & Skills:

Required:

- Education: Bachelor's degree required.
- Minimum 3 year of relevant experience required
- Must have demonstrated prior experience to provide excellent customer service, coordinate and deliver complex and challenging programs, build relationships, multitask, and work effectively in a pressured work environment.
- Must be a creative self-starter who is able to work effectively both individually and as part of cross-disciplinary teams that include staff from within the EMBA, Sloan Fellows as well as other departments, faculty, and students.
- Strong organizational skills and excellent communication skills (interpersonal, oral, written, and presentation) vital.
- Experience with data management.
- Must have flexibility to work on evenings and weekends (approximately 20/year) when MIT Executive MBA and Sloan Fellow students are on campus.

Preferred:

- Minimum of five years' professional experience in higher education or business environment.
- Experience in program management, recruitment, and/or admissions preferred.
- Experience with executive education or mid-career students preferred.
- Experience with Slate and/or Salesforce preferred.

Competencies: Contribute; Collaborate; Engage

*** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.*