



CLARK ATLANTA UNIVERSITY

Job Description

Position Title:	Graduate Admissions Program Coordinator
Department:	Graduate Recruitment and Admissions/Enrollment Management
Reports To:	Assistant Vice President for Graduate Recruitment and Admissions

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):

The Program Coordinator for Graduate Recruitment & Admissions provides administrative, operational, and programmatic support for graduate student recruitment, admissions, and enrollment initiatives. This position will serve as a liaison to central processing for graduate applicants, and collaborates with academic departments and campus partners to enhance the graduate student experience from inquiry through enrollment. The role requires exceptional organizational skills, customer-service focused, sound judgment, discretion with confidential information, and the ability to manage multiple priorities in a fast-paced higher education environment.

Examples of Duties and Responsibilities:

- Graduate Recruitment and Admissions Support**
- Prepares documents for distribution such as EPAFs, purchase and travel requisitions, invoices; proofreads and prepares documents for accuracy, completeness and professional appearances prior to final disposition.
 - Provides customer assistance to visitors to the Graduate Recruitment and Admissions office (e.g., greets visitors in person and via telephone, and email; determines assistance required; and coordinates successful resolution).
 - Assist with the coordination and implementation of graduate recruitment initiatives, admissions events, and outreach activities.
 - Support application and admissions processes by coordinating documentation, tracking workflows, and ensuring compliance with institutional policies and deadlines.
 - Monitor recruitment and admissions data processing; support CRM and student information system activities related to graduate recruitment and admissions operations.
 - Assist with budget tracking, purchasing, invoice processing, and expense reconciliation.
 - Ensure accuracy and completeness of applicant records within the admissions system.
 - Maintain and update recruitment and admissions databases, CRM systems, and tracking reports.
 - Assist with budget monitoring, purchasing, and expense reconciliation for recruitment initiatives.
 - Perform other duties as assigned.

Customer Service and Communication

- Provide exceptional customer service to prospective students, faculty, staff, and external stakeholders.
- Lead and train the graduate data processor to respond to inquiries in graduate admissions email regarding graduate admissions application materials
- Maintain collaborative working relationships across university departments and external organizations.

Knowledge, Skills and Abilities:

Successful applicants must possess excellent verbal and written communication skills. Clear, concise thinking and confidentiality required; ability to prioritize and work independently; ability to proof own work with accuracy. Proficient use in Microsoft Office Suite, including Excel. Time management and organizational skills is a must.

- Knowledge of recruitment, admissions, and enrollment processes.
- Strong attention to detail and problem-solving abilities.
- Ability to work independently and collaboratively within a team environment.
- Ability to handle sensitive and confidential information with discretion.

Minimum Hiring Standards:

Education	Some college and work experience combined
Years of Experience	2-3 years of progressively responsible administrative or operational support experience, preferably in higher education, enrollment management, or admissions.
Years of Management/Supervisor Experience	N/A

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