



Admissions Counselor & Navigator

About Erskine College

At the heart of Erskine College is its Christian identity. The mission of Erskine College is to glorify God as a Christian academic community where students integrate knowledge and faith, equipped to flourish as whole persons prepared for lives of service, leadership, and influence through the pursuit of undergraduate liberal arts, graduate, and seminary education.

Description

Erskine College seeks a student-centered, service-oriented professional to support enrollment operations and student success initiatives. The Admissions Counselor & Student Navigator serves as a key point of contact for prospective students, families, and campus visitors while providing administrative support to the admissions team and assisting current students during critical enrollment periods. This position plays an important role in creating a welcoming and efficient experience from a student's first visit through graduation from Erskine.

The ideal candidate is a self-starter who thrives in a collaborative environment, possesses excellent interpersonal and organizational skills, and is committed to providing exceptional customer service.

Responsibilities

Admissions & Visitor Services

- Coordinate and manage campus visits for prospective students, families, school groups, and special events.
- Greet visitors and provide a welcoming, professional first impression of Erskine College.
- Assist with visit-day logistics, including scheduling, communications, tour coordination, and event preparation.
- Respond to inquiries from prospective students and families via phone, email, and in-person interactions.
- Support recruitment and admissions events, including open houses, preview days, and campus programs.

Application Processing & Enrollment Support

- Process applications and supporting documents in a timely and accurate manner.

- Communicate with prospective students regarding application status, required documentation, and next steps.
- Assist with admissions correspondence and other enrollment communications.

Student Navigation

- Serve as a Student Navigator during peak demand periods, including registration and orientation activities.
- Assist students in understanding enrollment processes and connecting with appropriate campus resources.
- Provide guidance and support to students regarding registration procedures and enrollment requirements.
- Collaborate with campus offices to help facilitate a rewarding student experience.

Administrative & Operational Support

- Provide administrative support to the Office of Admission and Enrollment Management.
- Maintain files, records, reports, and office documentation.
- Support office operations and special projects as assigned.

Qualifications

Required

- Proficiency in Microsoft Office Suite, including strong working knowledge of Microsoft Excel.
- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail.
- Demonstrated ability to work independently and manage multiple priorities.
- Excellent interpersonal skills with a strong customer service mindset.
- Ability to work effectively with prospective students, families, faculty, staff, and community partners.
- Flexibility to work occasional evenings and weekends in support of recruitment and enrollment activities.
- A personal relationship with Jesus Christ.
- Commitment and agreement to Erskine's mission, vision, and statement of faith.

- Willingness to offer spiritual support to students and staff.

Preferred

- Bachelor's degree from an accredited institution.
- Experience in admissions, enrollment management, customer service, higher education, or an administrative support role.
- Experience working with student information systems, CRM platforms, or database management.

Knowledge, Skills, and Abilities

- Ability to maintain confidentiality and exercise professional judgment.
- Strong problem-solving and critical-thinking skills.
- Ability to learn new technologies and software systems quickly.
- Commitment to providing exceptional service to students and families.
- Ability to function effectively in both independent and team-oriented environments.
- Professional demeanor and positive attitude.

Application Process

To ensure full consideration, interested candidates should complete the online application, which can be found [here](#). In addition, please provide the following:

- Résumé or curriculum vitae
- Cover letter
- References (at least three)