Assistant, Admissions & Enrollment
Austin Community College

Job Title	Assistant, Admissions & Enrollment
Department	Staff
Institution	Austin Community College
	Austin, Texas
Date Posted	Oct. 2, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/6615907
Apply By Email	
Job Description	

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Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

Austin Community College employees are required to maintain a domicile in the State of Texas while working for the college and throughout the duration of employment. -AR 4.0300.01

If you are a current Austin Community College employee, please click this link to apply through your Workday account

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Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:
Assistant, Admissions & Enrollment

Job Description Summary:
To provide support services to prospective, returning and current students, staff and faculty.

Job Description:

Description of Duties and Tasks

- Provides in-person and virtual customer service to prospective, current, and returning students; assist with students with registration issues, and in requesting and distributing student transcripts; answers incoming calls and responds to inquiries.
- Update applicant status to student after applications are approved for completion. Records and reports application processing errors; monitors progress through to resolution.
- Uses critical-thinking and judgment to accurately determine Texas residency for tuition purposes

using state mandated and accrediting requirements.
- Responsible for decisions that require critical-thinking, initiative and judgment in order to maintain accurate student records such as verifying enrollment, updating student records, receiving and posting incoming transcripts and TSI exemptions according to TSI Compliance guidelines.
- Opens and distributes mail. Uploads student record documents to cloud-based content management system. Files and maintains student records in accordance with State of Texas record retention requirements.
- Uses independent judgment to resolve complex problems and issues from applicants, students, faculty, Help Desk, Dean of Students, Financial Aid, Student Accounting, and other Academic departments, or the general public by telephone, fax, email, virtual office or in person. Make appropriate referrals when needed.
- Works with the Registrar's Office to research and correct transcript discrepancies.
- Maintains office supplies as needed.
- Conducts communication campaigns including outbound calls, emails, or text to applicants who have started or submitted their application.
- May creates and distribute student college identification cards.
- Participates in and promotes admissions and enrollment through activities such as application and registration events and Student Life events.
- May contact other colleges, schools, or agencies to obtain clarification of possible discrepancies on transcripts before updating student information in system; may contact internal departments for clarification of accounting information and residency codes before updating student information in system.
- Assist with gathering information and providing reports as needed to appropriate departmental operational stakeholders.

Knowledge

- Principles and practices pertaining admissions and/or graduation procedures.

Skills

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow-through.

- Maintaining confidentiality of work-related information and materials.
- Applying academic record policy and procedures.
- Establishing and maintaining effective working relationships.
- Effective customer-orientation when working with a multicultural population.

Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.
- Use large scale, cloud based data management systems
- May also use social media, work with desktop publishing, and update webpages.

Required Work Experience

- One year of related work experience.

Required Education

- High school diploma or educational equivalent.

Physical Requirements

- Work is performed in a standard office or similar environment.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

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Salary Range (PG):

$47,840 - $48,558

Time Commitment: 40 hours/week, as assigned; Generally, within the following hours: Monday-Friday 8am-5pm, with occasional Saturdays 10am-2pm throughout the semester.

Number of Openings:
1

Job Posting Close Date:
October 16, 2025

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Round-Rock-Campus/Assistant--Admissions---Enrollment_R-8475

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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Staff

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